

**The following error occurs during cut and trim: Shapes of this entity type are not allowed in this layer[].**

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The problem is that the SDE layer does not allow multipart shapes. If the entity mask on the layer is set to allow multipart shapes, the tool will perform as expected.

**ESRI Knowledgebase Info:**

**Error Message**

When you append data to an existing SDE layer or when you load data containing multiple entity type features, you may receive the following error:

SDE Error (-35) Shapes of this entity type not allowed in this layer

**Cause:**

This error is caused by incompatible entity types between the source data and the SDE layer. For example, appending routes to a line feature class in SDE will cause this error message because the route feature class is of a different entity type than the line feature class.

This error is also caused by loading features containing multiple entity types into a new SDE feature class when only one of the entity types is specified with the -e option of the command syntax. An example of this would be loading coverage annotation containing both point and line entity types into SDE and only the point annotation is specified with '-e pA'. In this case, the point annotation will load properly, but the line annotation will be rejected and will produce the above error message.

**Solution:**

Use the correct entity type mask with the -e option when you load data.

Confirm that the entity type of the data being loaded is the same entity type of the SDE layer for which you are appending data.

**Why do my features redraw after placing a feature using the Attribute Editor?**

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Consider the case in which someone adds an open switch and de-energizes many features downstream. You may want to see the updated features rendered correctly. Unfortunately, Feeder Manager does not track each updated feature in order to invalidate it and manage the envelope of the features affected. Feeder Manager invalidates the screen.

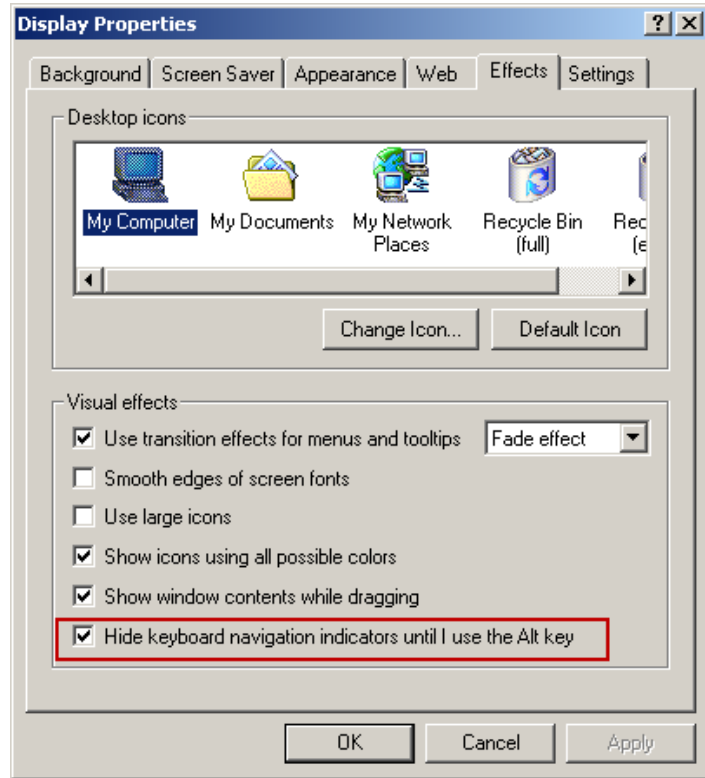
A bug was fixed in 8.2 SP1 to prevent redraw when placing features that were not affected by Feeder Manager. However, for features that can be affected by Feeder Manager, this works as designed.

## How do I display my shortcut keys?

This behavior is now optional and is disabled by default. You can display shortcut keys by following these steps:

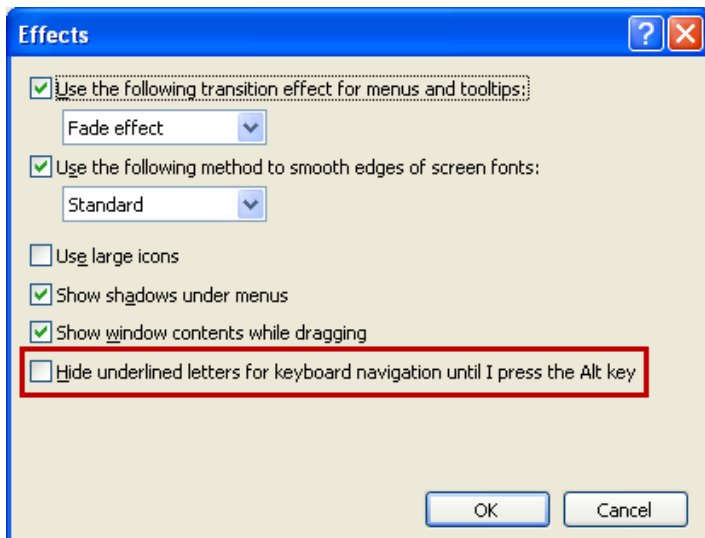
### Windows 2000

1. Right-click the desktop and select Properties.
2. Click the Effects tab.
3. Unselect the checkbox labeled: "Hide keyboard navigation indicators until I use the Alt key".
4. Click OK.



### Windows XP

1. Right-click the desktop and select Properties.
2. Select the Appearance tab.
3. Click the Effects button.
4. Unselect the checkbox labeled "Hide underlined letters for keyboard navigation until I press the Alt key".
5. Click OK on both dialog boxes.

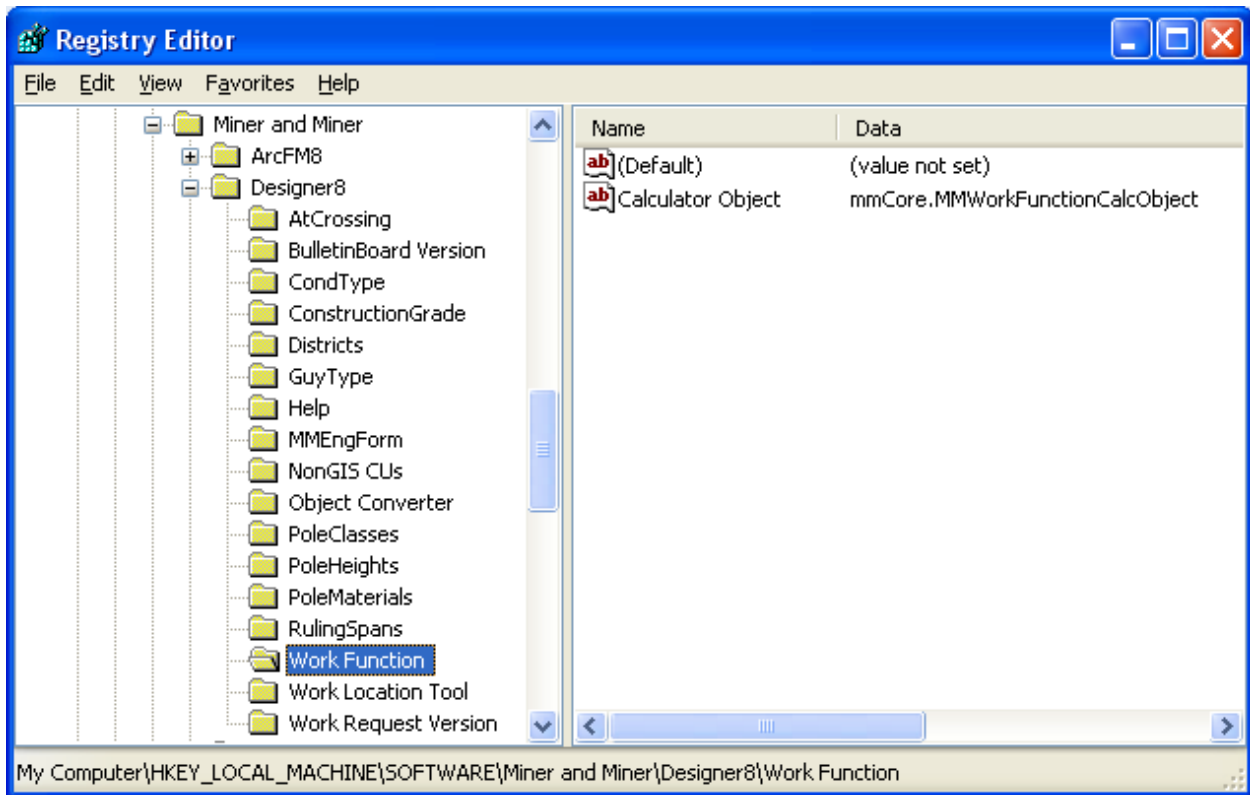


### How can I use a custom work function calculator? *Designer only*

Users may create a custom work function calculator object that determines how work functions are calculated. In Designer, a calculator object is used to render a Replace work function for a GU that contains a CU with an Install work function and a CU with a remove work function of any type (Remove, Retire, Abandon, etc).

Once the calculator object is created, the user must set the appropriate Registry key to use the object (refer to the *ArcFM Solution Developer Help* for information about creating a custom calculator object).

1. In the Registry, browse to the following location:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Miner and Miner\Designer8\Work Function
2. In the Work Function folder, right-click the item called Calculator Object and select Modify.
3. In the Value Data field, enter the Programmatic ID (ProgID) of the calculator object (e.g., mmCore.MMWorkFunctionCalcObject).
4. Click OK.



### Is there a way to change the size of Cross Section Annotation?

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There isn't really a way to change the size before it is placed, but you can modify it after it is placed. When creating the annotation feature class you can set a reference scale. If you choose a reference scale of 1:1000, your 12pt. font will be displayed as 12pt at this scale. So you can change the reference scale of the annotation feature to place bigger or smaller depending upon the scale.

### Why can't I trace a conduit?

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In order to trace a conduit system the Enabled field must be set to True for all conduit and underground structure features. Existing features may be altered using the Mass Attribute Update tool. For any future conduit system features, the default value for the Enabled field should be set to True, and the field hidden from the user through ArcFM properties. This ensures that all conduit features are always enabled for conduit tracing.

### Why won't the Update button on the Mass Attribute Update dialog enable?

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This applies to versions of ArcFM older than 8.3.

#### Symptoms:

- You are able to get the Mass Attribute Update dialog open and you can change the attributes of multiple features. The attributes that you modify appear to be updated (the field name changes to blue and the value is changed). However the Update button still isn't enabled.

#### Solution:

Prior to 8.3, this indicates that the property "Allow NULL Values" on the shape field on this feature class is set to No. This is not supported. Change this value to Yes.

1. In ArcCatalog (with ArcMap closed), right-click the feature class and select ArcFM Properties Manager.
2. Select the Field Info tab.
3. Select the field that failed to update.
4. In the Field Properties window, change the Allow NULL Values field to Yes.
5. The LengthSource field should also have this property set to Yes. This field will be available only on linear features.
6. Click OK.

### How does the Auto Angle Setter know which way to turn the feature and to what degree?

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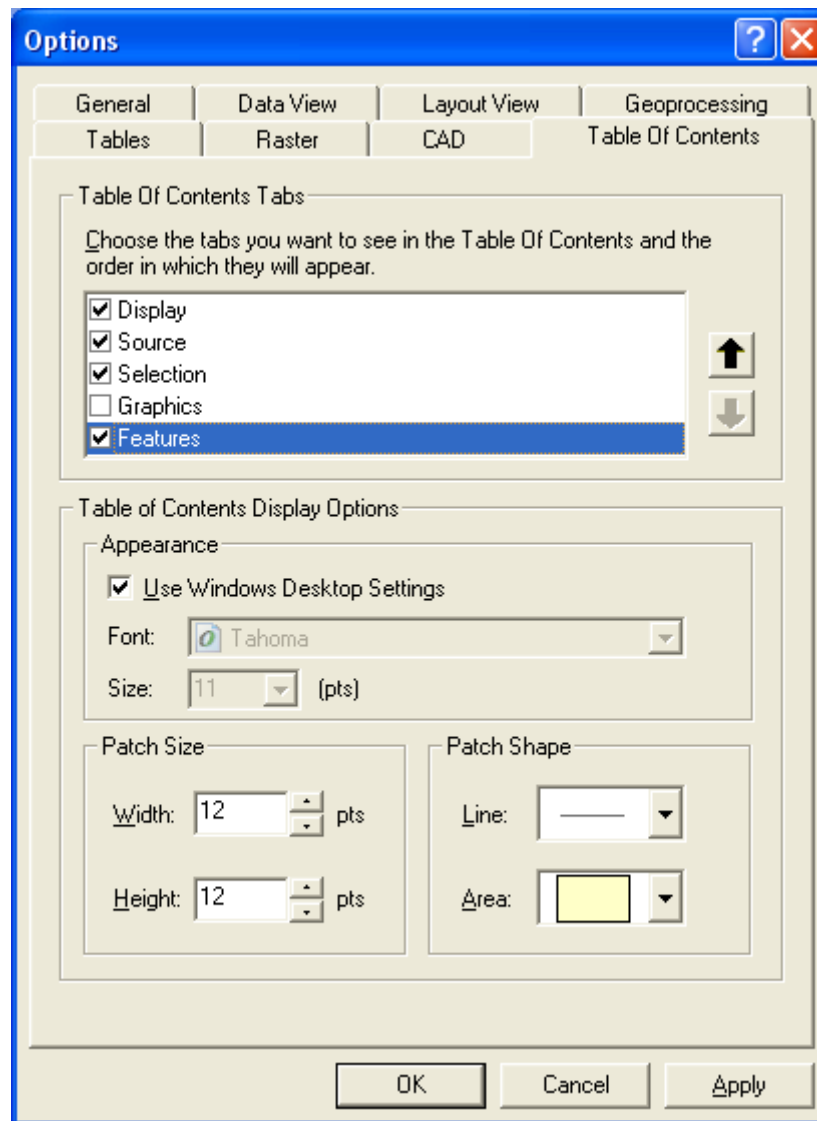
When a feature is snapped to a line, ArcFM first finds the angle of the line and then finds its starting point and the finishing point (depending on how it was digitized). It will then rotate the point from the start of the line towards the finish of the line until it has the same angle of the line.

If you snap the point to the end of the line, it will do the exact opposite. It will find the angle but then rotate it from finish to start until it matches the angle of the line.

## I lost my Features tab, how do I get it back?

If the Features tab is not displayed, you may use the following steps to add it to the Table of Contents.

1. In the ArcMap main menu, select Tools | Options.
2. Select the Table of Contents tab.
3. In the Table of Contents Tabs field, scroll to Features and select its checkbox.



4. Click OK to save changes and close the Options dialog.

**When I log into ArcMap, it says that my user does not have select privileges to the system tables.**

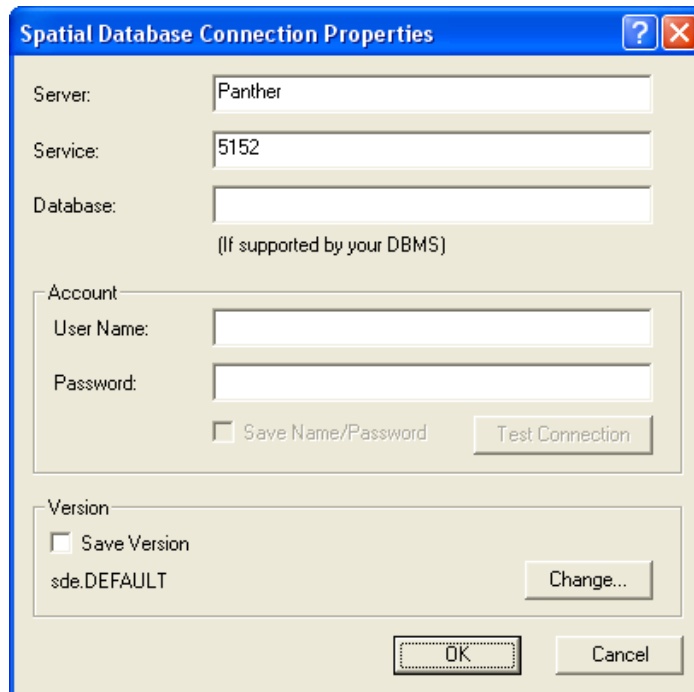
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First, ensure the following criteria have been met:

- The Miner & Miner system tables have been created in your geodatabase.
- Your user name has select privileges to these tables.

If all of these conditions exist, follow these steps:

1. In ArcCatalog, right-click the database and select Connection Properties.
2. Remove any value from the Database field. **Note:** This only applies to Oracle databases.



3. Click OK to save the Connection Properties and close the dialog.
4. Close ArcCatalog.
5. Re-open ArcMap.
6. In the login screen, click Browse and select the database connection that you just modified. If it was already selected, select it again.

**When I try to edit a Transformer Unit, I get an error stating that my relationship class doesn't exist.**

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When attempting to edit a transformer unit you may encounter the following error:

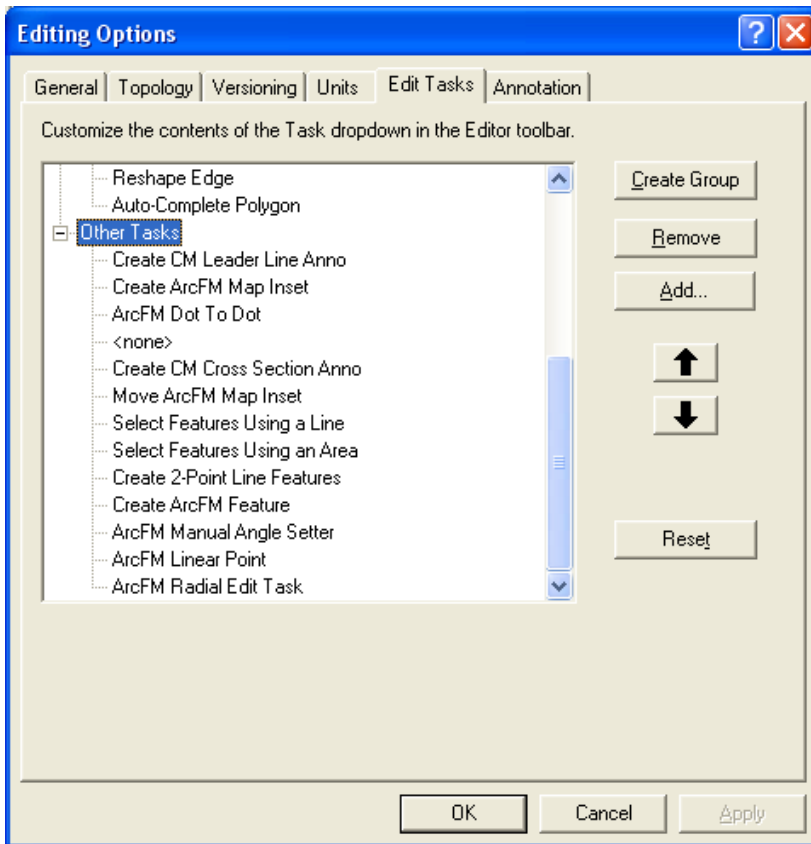
"Relationship class between TransformerUnit and Transformer not found. Check the ArcFM Properties for the Transformer Unit Object Class"

If you are certain this class does exist, then more than likely you are missing the DistributionTransformer model name on the Transformer feature class.

### I installed ArcGIS 8.3 and now my ArcFM Edit Tasks do not show in the edit task drop down list.

The ArcFM Edit Tasks did not get lost, they are just grouped under "Other Tasks" when ArcGIS 8.3 is installed. To remedy this, you simply need to make any small change in the Editor Options dialog and save it.

1. On the ArcMap Editor toolbar, click the Editor button to show the menu items.
2. Select Options.
3. Click the Edit Tasks tab.
4. Use this tab to modify the way Edit Tasks are displayed in the Task field.
5. Click OK to save changes and dismiss the dialog.



### Why isn't the Replace work function symbolized on the map correctly? Designer Only

If you are symbolizing based on two domain-driven fields, you have to enter a space between the two domains in the symbology tab so it would look like this:

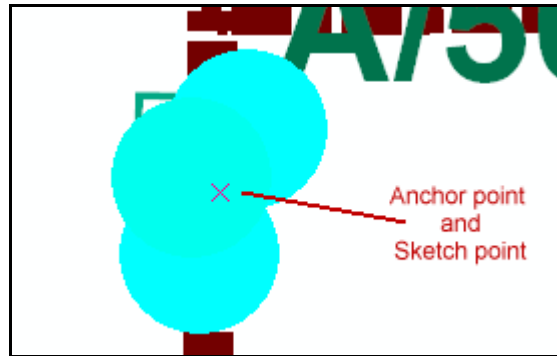
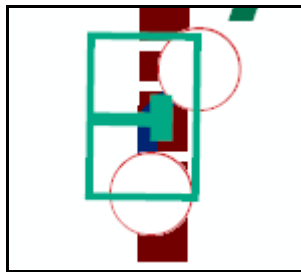
domain1, (space) domain2


## How can I change the anchor point of a composite favorite?

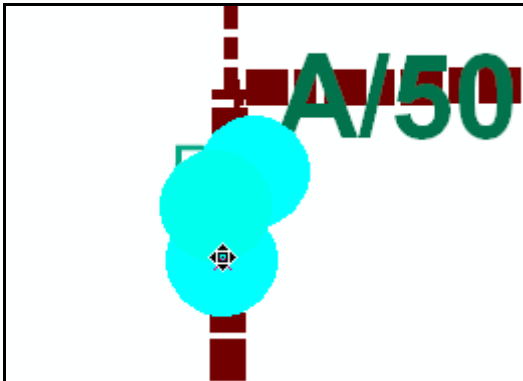
When a composite favorite is created, the constituent features are placed relative to the selection anchor point. The anchor point stored with the composite favorite is, by default, the geometric center of the features that were selected when the composite favorite was initially created. You may change the position of the anchor point.

The anchor point is also the point at which the composite favorite snaps to a feature (or the network). So, if you wish for a particular feature within the composite favorite to snap to the target, ensure that the anchor point corresponds with the feature. If your favorite is designed to be added out in white space (and not connected to the network), the location of the anchor point probably doesn't matter.

In the example below, the anchor point is on the transformer. The steps below show how it may be moved to one of the open points.



1. Select the features that you wish to include in the composite favorite. You may place an existing composite favorite and select those features.
2. From the Editor menu on the Editor toolbar, select Snapping to display snapping information.
3. In the Snapping window, unselect all snapping settings and select only the feature on which you wish to place the anchor point (Open Point in the example). This makes it easy to drag the anchor point to that feature.
4. Select the Edit tool  on the Editor toolbar.
5. While holding down the Ctrl key on the keyboard, click the anchor point and drag it. Snap the anchor point to be exactly on top of the junction that you want to be placed on the network. Each of the resulting network features created when you place a composite favorite will be connected to the network.



6. On the Features tab or the CUs tab (Designer only), create a composite favorite.

## My labels are disappearing, and I am getting an error.

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This affects ArcMap 8.1.2 and 8.2

### Error:

All labels disappear and the user may also receive the following error message:

```
One or more layers failed to draw: the number of points is less than  
required for feature[]
```

### Symptoms:

At least one layer's features must have labels activated and the user must be zoomed in so that the feature and label are displayed. This error occurs when the user attempts to pan or zoom immediately after cancelling out of the print screen.

### Cause:

This was a known ESRI issue. It was fixed in the 8.3 release of ArcGIS.

## When I select by Feeders and choose Multiple-Feed, why don't my feeders show up in the list?

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### Symptoms:

The Feeder Manager Translator identifies certain features as multiple-feeds, however when I try to run 'Select by Feeder' and choose to select by Multiple-Feed Feeders, the feeders that contain the known features that are multiple-feeds do not show up in the list.

### Most likely cause:

Information about multiple-feeds and loops within a feeder is stored in the CircuitSource table's FeederSourceInfo field (the field that has the FeederSourceInfo field model name assigned). This information is used by the Locator tool and Select by Feeder. The Feeder Manager Translator, however, uses the 'FeederInfo' field in the feature class table to determine if it is a multiple-feed feature.

In this situation, it seems that the CircuitSource table is not being updated correctly. Ensure that the FeederSourceInfo has the correct field model name assigned, and that the table is correctly configured and is being updated. Double check that the CircuitSource table has an integer type field that carries the FeederSourceInfo field model name. Look at the value in this field for each record in the table. Ensure this value is correct for each record. The values should be null or blank. A field that contains a value may cause problems.

Additional information about the FeederSourceInfo field is available in the Feeder Manager section of the *Configuring ArcFM Solution* online help.

### Why won't my Locator tool enable?

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Check the following:

- There is not already an open instance of the Locator tool
- At least one layer exists in the map
- The Locator tool start up position is valid. This value is stored in the registry as Locator Tool/Top and /Left. If these values are higher than the screen resolution, the tool may be placed off of the display area.

If none of the previous fixes the problem, the Normal.mxt may have become corrupt. Close ArcMap, delete Normal.mxt, re-open ArcMap and try the Locator tool again.

### When I try to export a large number of map sheets, ArcMap crashes.

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When ArcFM exports map sheets, it leverages ArcGIS's export code. Exporting too many PDF files at once can cause memory problems.

In 8.3 SP1, ArcFM has many performance enhancements to the map sheet export to .pdf files. Despite these enhancements, we are continuing to fight the constraint of physical memory when doing such large exports. This also depends on the memory capacity of the machine you are using; the slower the processor and less the memory, the sooner the export will fail.

Miner & Miner recommends breaking large map sets into smaller map sets with fewer map sheets in each and exporting each map set individually.

### I exported data from Network Adapter for CYME, and the transformers are missing.

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The transformers exist, but instead of being labeled as "transformers", they are simple point features. Network Adapter doesn't export transformers as "transformers" because CYMDIST analysis it doesn't require it. CYMDIST only requires that transformers be load points. One exception to this rule is if you have power or step transformers. In this case you will see transformers when you export and choose to show transformers. However the ArcFM sample data doesn't use these two subtypes, so you would need to create them.

### Why don't my XML point IDs show up in CYME?

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They do, you just have to find them. Point IDs are different from Line IDs. When you view the network explorer within CYMDIST what you are seeing are line IDs (e.g., 101.XXXX) however, points are often different (e.g., 89.XXXX). They are there, they just aren't viewable through the explorer. As you navigate along a line, selecting an item from the Devices frame will display the point IDs and details.

## Why am I getting Unknown Errors or "ESRI Internal Error" in my QA/QC Tab?

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First check for any domain name changes on metadata fields that aren't reflected in the GDB\_AttrRules table. If this is not the source of the problem, potential causes for these errors are listed below.

### **Cause #1: Attribute Rules that refer to deleted fields**

The metadata tables in the geodatabase are out of sync with the feature classes. The validation framework looks in the GDB\_ValidRules table to get all the validation rules for a feature class. For all of the attribute validation rules, it then queries GDB\_AttrRules to get the fields to validate. If the GDB\_AttrRules table refers to fields that do not exist, an error will occur during validation.

There are at least two ways for your database to get into this state.

1. The geodatabase tables were edited manually and incorrectly.
2. The user deleted a field by right-clicking it in the ArcCatalog feature class Properties dialog. This was an ESRI bug that was fixed in ArcGIS 8.1 SP2.

To clean this up, you will have to manually delete the appropriate rows in the GDB\_ValidRules and GDB\_AttrRules tables. Proceed with EXTREME caution.

### **Cause #2: Relationship Rules that refer to deleted subtypes**

The metadata tables in the geodatabase are out of sync with the feature classes. The validation framework looks in the GDB\_ValidRules table to get all of the validation rules for a relationship class. For all of the relationship rules, it then queries GDB\_RelRules to get the fields to validate. If the GDB\_RelRules table refers to subtypes that do not exist, an error will occur during validation.

There are at least two ways for the database to get into this state.

1. The geodatabase tables were edited manually and incorrectly.
2. The user deleted a subtype without first deleting relationship rules that refer to it.

To clean this up, you will have to manually delete the appropriate rows in the GDB\_ValidRules and GDB\_RelRules tables. Proceed with EXTREME caution.

### **Cause #3: Missing subtypes**

These errors may occur if the subtype field of a feature or related object is not valid. This occurs on a per-feature basis. In other words, some features in a feature class work correctly with validation, and some cause this error. The other causes listed above typically cause all features in the corrupt feature class to fail. To fix this, edit the offending feature or object to have a valid subtype value.

### **Cause #4: Network Errors**

Network errors also sometimes cause this error message. It might help to remove the network elements on the feature (use ESRI's tool for this) and rebuild the network connectivity.

As with cause #3, this reason occurs on a per-feature basis.

## I'm having problems with conflict resolution while splitting a complex edge.

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Consider the following scenario:

1. Two versions (V1 and V2) are created from the same state of SDE.Default.
2. V1 and V2 each contain a complex edge with ObjectID 101.
3. User 1 connects to V1 and splits the ObjectID 101 edge. This results in two smaller (102 and 103), and the original edge (101) is deleted.
4. User 1 reconciles and posts to SDE.Default.
5. User User 2 connects to V2 and updates an attribute of the same feature with ObjectID 101.
6. User 2 reconciles V2 against SDE.Default and receives conflicts on the features with ObjectID 101.
7. User 2 selects "Replace with Edit Version" (which is the ObjectID 101 feature with the updated attribute from the current version V2) and then posts V2 to SDE.Default.
8. If SDE.Default is opened all three edges, 101, 102, and 103 are present.

In step 7, when edit version was chosen, all edits linked with the conflicting version should have been rolled back. Edges 102 and 103 were created because of a split of 101, which caused 101 to be deleted. However, in the final database all three are present. This can cause a number of problems not only in terms of having incorrect data but also network connectivity.

As we understand it, this scenario is known, and ESRI considers it a Works As Designed.

## Why can't I reconcile my version?

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When attempting to reconcile, if you receive an error about another application currently editing the version, use one of the following commands:

- From a workstation on which ArcSDE client (or server) is installed, issue the following command:

```
sdemon -o info -I users -i <sde port#> -s <hostname of ArcSDE database server>
```

**Note:** The -I is uppercase I (as in India), not a lowercase I (as in Libya). This command shows which users are presently logged on. Look at the PID, the Host, and the times (in the data returned by the command) to see if any dead connections appear.

- Another sdemon command that may be useful is:

```
sdemon -o info -I locks -i <sde_port#> -s <hostname of ArcSDE database server>
```

**Note:** If locks exist, one of the output variables will indicate which 'SDE id' it is. The 'SDE id' is the PID from the output of step #2 above. Also, the hostname of the workstation that is associated with the PID is also listed in the output from step#2.

## Why can't I save my stored display, document, or page template?

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### Symptom:

When a stored display is created, a row is added to the MM\_Stored\_Displays table. However the stored display doesn't appear in the dropdown menu in ArcMap.

### Problem:

The problem may be in the MAXBLOBSIZE parameter in SDE. This SDE setting restricts the amount of the data you can save to that field. This setting defaults to 1M when SDE is installed, but may be increased up to 2GB if the field is an Oracle field type Long Raw and up to 4GB if the field is an Oracle field type Blob.

### Solution:

Increase the MAXBLOBSIZE parameter in the database. There are two ways to modify this value, depending on your ArcSDE version.

#### ArcSDE 8.3 and earlier

Increase the MAXBLOBSIZE parameter in your giomgr.defs file (which is located in SDEHOME\etc). Below is an example of the portion of giomgr.defs that should be modified.

```
MAXBLOBSIZE 1000000 # Maximum BLOB size allowed for storage
```

After you've made changes to this file, you must "import" the new parameters into your Oracle server table with the following command. Adjust for your SDE service, server name, and SDE password.

```
sdeconfig -o import -f full_path_and_file_name_of_giomgr.defs -  
i sde_service -s server_name -u sde -p sde_password
```

#### ArcSDE 9.0 and later

In a DOS command window, use the SDE line command "sdeconfig". Miner & Miner recommends setting the parameter to 10Mb-20Mb. The example below shows how a user might increase the parameter to 20Mb. Adjust for your SDE service, server name, and SDE password.

```
sdeconfig -o alter -v MAXBLOBSIZE=20000000 -i sde_service -s  
server_name -u sde -p sde_password
```

There are also settings in Oracle that may cause size errors when saving to system tables. You can set a maximum number of extents either on a table in Oracle or on a tablespace. The tablespace may just simply have run out of space. These space settings should be checked by a DBA in Oracle prior to making the above modification.

## How can I copy a stored display from one database to another?

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Save the stored display in an \*.mxd file. Load the \*.mxd into ArcMap on a machine that doesn't have a connection to the original database. The layers will come in with broken data sources, but you can then reset the data sources to the new database and save it as a new stored display.

### **Why am I prompted to log in when I open a system stored display or system document?**

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Usually this occurs because the System Stored Display or System Document was created with a connection that saves the username, password and version.

The solution is to recreate the Stored Display or Document with a connection that does not save the username, password and version information. Also, ensure that all users attempting to load the Stored Display or Document use a connection that does not save the username, password and connection information.

When recreating the Stored Display and/or Document, it is best to save it as a .mxd and then reload it with the correct connection and resave it as a Stored Display or Document.

### **Inserted objects do not persist in page templates.**

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This is a known ESRI issue.

### **'Conflicting partial connection parameters' error.**

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ArcFM displays this message when the user attempts to access a page template that includes an inset frame created prior to 9.0.1 SP1. Open and re-save the stored display used by the inset frame (visible in the inset frame properties).

### **Inset frames won't draw on my page template.**

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This error occurred in page templates created in 8.3.2 SP2. To resolve, re-save the page template.

### **Why does my trace return results from multiple networks?**

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You may have a map document containing data from two personal geodatabases (e.g., gas data and electric data). If you trace the electric network and opt for the results to be selected, the resulting selection set will include both gas and electric features.

This is a known ESRI issue.

The work-around is to put the classes you are tracing under the other network's classes in the table of contents. Thus, if you were tracing on gas, you'd have your electric layers on top of your gas layers. Another option would be to use set Selectable Layers such that you only select the layers you want.

### **Why does ArcFM tell me it cannot find an edge feature when I place my flag on a line?**

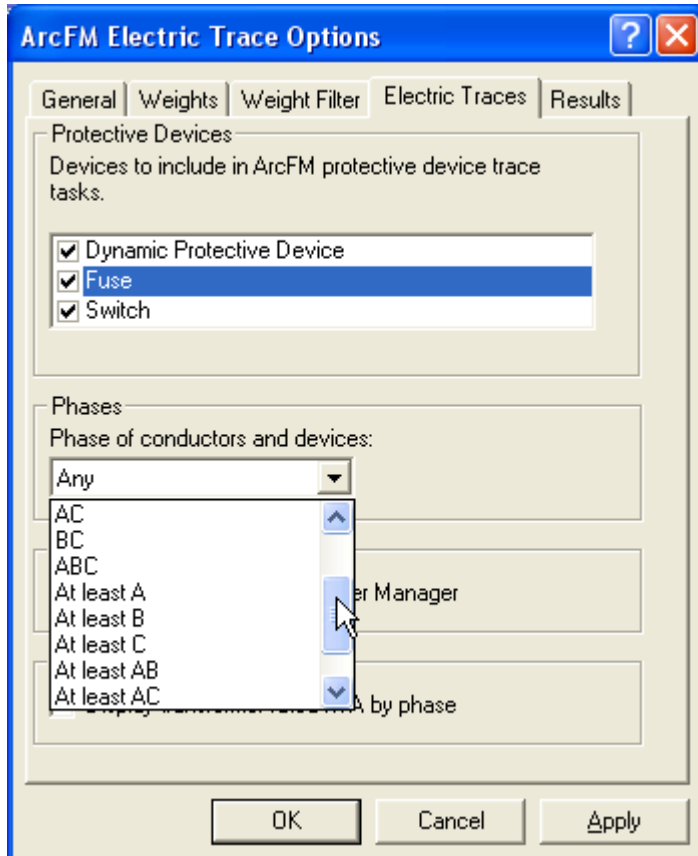
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Usually this occurs because you have the incorrect geometric network selected on the Network Analyst toolbar. If you have two or more networks in your map, ensure that the appropriate network is selected for the trace you are attempting to perform.

For example, assume you have underground and overhead networks in your map. If you have the underground network selected and are attempting to trace an overhead line, the trace will fail because it is using the incorrect network. Select the overhead network on the Network Analyst toolbar and your trace will work.

## What is the difference between the "at least" and "only" tracing options for Electric Trace Tasks?

When selecting Phases to be returned in the ArcFM Electric Trace Options, you have to option to select a specific phase (e.g., A, AB, BC) or an "At least" option (e.g., At least A, At least AC). Using the option selected, ArcFM filters the trace results based on energized phases (rather than phase designation values).



Choose an "At least" option to search for conductors that contain the phase, regardless of any additional phases that may or may not be present. For example, if you choose At least A, the trace will identify all conductors that have the presence of an A phase and will ignore the presence of any other phases. The trace will stop at any point where A is opened or a connecting line doesn't contain an A phase (i.e., the connecting line has a phase of B, C, or BC).

Using the same "At least A" example, take an A phase line that connects to an ABC phase line via a switch. The normal positions of the B and C phases would not affect the trace. Only the status of the normal position for the A phase will impact the trace. If the A phase is open the trace will stop, regardless of the status of B and C. If the A phase is closed, the trace will continue. The status of B and C have no impact on a trace looking for the phase "At least A."

If you choose A from the "Phase of conductors and devices", features that have an A phase and ONLY an A phase will be returned. So, for example, if you place the trace flag on an ABC conductor with A selected in this phases field, the trace will return nothing. This is because the ABC line has B and C phases.

### **My CUs and work locations are not saved in my Workflow Manager database.**

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Ensure you have the msxml3.dll in your system32 directory and ensure that it is registered.

### **A mobile packet sent to the field does not appear in Process Framework.**

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On occasion, a mobile packet sent to the field may not appear in Session Manager or Workflow Manager. The issue lies with duplicate versions of the same packet.

Sometimes, when a packet is sent from the field to the enterprise, a locked duplicate is left behind. When this happens, the packet is still sent to the enterprise without any problems. A message similar to the following is written to the event log to document the orphaned packet.

```
mmPxBaseUI.dll::modCommon::ValidateLocalReceive  
Duplicate packets exist in folder C:\3041  
MobileFieldBase\Transport\Incoming\JAMOBILE\MMWORKFLOWMANAGER\Duplicates:
```

Each time the Send/Receive task is executed on the field machine, Process Framework attempts to delete all orphaned packets left behind. If it can't delete a packet because of a lock, it creates a Duplicates folder and places the orphaned packet there.

When the enterprise user attempts to return the packet to the field and a duplicate packet ID is encountered, the duplicate packet is replaced by the packet sent from the enterprise. This means that a packet in the Duplicates folder may be replaced by a packet from the enterprise. Because the packet doesn't reside in the correct Transport\Incoming directory, it won't be visible in Session Manager or Workflow Manager. Move the packet from the Duplicates folder and into the Transport\Incoming folder and re-execute Send/Receive to resolve this issue.

### **Why does the Redliner Extension require Mobile?**

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The Redliner Extension provides access to the Graphics Tab and Session Manager. The Redliner Extension requires Mobile because the graphics created by Redliner are stored in Mobile packets. This allows users to share these graphics with others using Session Manager.

#### **ArcFM Viewer (with ArcView)**

You may use the Redliner Extension without Mobile configured and without a Redline session open. However the only way to save these graphics is to save them to a map document. If you don't save the map document (.mxd), the graphics will be lost.

#### **ArcFM Viewer for ArcGIS Engine**

ArcFM Viewer for ArcGIS Engine does not provide the option to save a map document. This leaves no way to save graphics without Mobile. Therefore, the graphics tools (e.g., Graphics tab, Ink tools) are enabled only when a Redline session is opened.