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Known Issues that may be encountered with ArcGIS Desktop 9.2 SP4 and Windows Vista

ARCMAP

NIM012673 Exports and prints from ArcMap may fail due to a Windows Vista bug in the CopyImage functionality.

Workaround: See

<http://support.esri.com/index.cfm?fa=knowledgebase.techarticles.articleShow&d=33890> for details to install the patch from Microsoft.

NIM012180 May experience errors on exit of a Desktop application (ArcMap, ArcCatalog, ArcScene, ArcGlobe) after adding data using the Add Data dialog and sometimes when browsing data in ArcCatalog from the Contents tab.

Workaround: This does not impact the running of the application. The errors are caused by a known issue in Windows Vista. See <http://support.microsoft.com/kb/KB944150> for workarounds and further information.

NIM012231 On some machines a System "BEEP" occurs in the Open Data dialog in ArcMap as well as the contents view in ArcCatalog each time you click on an item in the list.

Workaround: This does not impact the running of the application. The errors are caused by a known issue in Windows Vista. See <http://support.microsoft.com/kb/KB944150> for workarounds and further information.

APPLICATION FRAMEWORK

NIM012271 When using "open" or "save as" dialogs in ArcMap, a panel to the left is grayed out where you should have the option to browse.

Workaround: Use the "Look in" or "Save in" drop down menus to browse locations on disk.

3D / GLOBE / ANIMATION

NIM012315 Exporting an animation from ArcMap, ArcGlobe, or ArcScene, to an Apple QuickTime video (*.mov) does not work using the latest Apple QuickTime player.

Workaround: The video export works fine with earlier versions of Apple's QuickTime player as well as when exported to AVI.

NIM012268 While digitizing point or polygon graphics in ArcGlobe or ArcScene, portions of the 3D scene disappear as you drag the cursor. The 3D scene is restored back to normal when digitizing is resumed.

Workaround: This does not happen if the Desktop theme is changed to 'Classic'.

ARCREADER

NIM012270 Hyperlinks don't have blue dots when hyperlink tool is activated.

Workaround: No known workaround at this time.

NIM013104 Zoom to previous extent or zoom to full extent does not appear to work after using a hyperlink.

Workaround: No known workaround at this time.

NIM013106 When the hyperlink tool is selected you cannot use bookmarks.

Workaround: No known workaround at this time.

NIM013105 The bookmarks in a 3D pmf do not zoom into the proper extent the first time you click on it. You have to click on the bookmark 2 - 4 times before you actually get to the bookmark.

Workaround: No known workaround at this time.

TRACKING ANALYST

NIM012384 Electronic symbol characters appear in drop down window under "Files of Type:" during search for expression files.

Workaround: No known workaround at this time, however this issue does not impact the use of the product.

CRYSTAL REPORTS

NIM013117 ESRI's current OEM version of Crystal Reports XI (Release 1) that ships with ArcGIS 9.1 and 9.2, and the Crystal Report Wizard in those versions of ArcMap is not supported on Windows Vista.

Workaround: No known workaround at this time.

DEVELOPER KIT

NIM012246 An error message may occur when running VB6 Add-ins on Vista. The error dialog asks you to confirm that the add-ins are installed correctly, even though they are installed and running ok.

Workaround: Click yes/cancel to continue. If there was a legitimate error you may need to reinstall.

LICENSING

NIM012232 The Desktop Administrator will crash with a Runtime Error if a Desktop session is open (ArcMap/ArcCatalog/ArcGlobe/ArcScene) and was not launched as an Administrator.

Workaround: Close any open Desktop applications before opening the Desktop Administrator.

NIM005965 ArcGIS License Manager for concurrent use licenses does not work on Windows Vista.

Workaround: The license manager must be installed on a separate machine.

NIM009611 An error message will occur at the end of a Single Use Registration process.

Workaround: Select the option 'The program installed properly' and continue.

NIM012244 The Desktop Administrator and Registration Wizard applications prompt the user before launching on Vista.

Workaround: Vista security requires elevated permissions for some functions. Right-click the application and choose "Run as administrator" to run the application with administrator privileges.

NIM012243 The SoftwareAuthorization.exe prompts for admin access before it can be launched by the setup on Vista.

Workaround: Vista security requires elevated permissions for some functions. Right-click the application and choose "Run as administrator" to run the application with administrator privileges.

INSTALL

NIM008668 When you install Desktop professional, you can't switch to ArcView Single Use or ArcEditor Single Use by launching the setups.

Workaround: No known workaround at this time.

NIM011957 Cannot detect the license manager from ini file on Vista.

Workaround: No known workaround at this time.

NIM011956 Update Help buttons on Setup wizards (ArcGIS Desktop, ArcGIS Engine, ArcReader) require Microsoft help patch to work.

Workaround: See

<http://support.esri.com/index.cfm?fa=knowledgebase.techArticles.articleShow&d=32530> for details to install the patch from Microsoft.

NIM011971 The code in the Desktop UI to browse to LM (License Manager) does not work on Vista without admin rights.

Workaround: Vista security requires elevated permissions for some functions. Right-click the application and choose "Run as administrator" to run the application with administrator privileges.

NIM011965 When running the Desktop setup they do not automatically recognize the product type on Vista (ArcView Single Use, ArcEditor Single Use, etc).

Workaround: No known workaround at this time.

NIM011964 The button to view the end user license file on the web does not work.

Workaround: No known workaround at this time.

NIM011958 Set License Manager during Admin does not work for Clients.

Workaround: No known workaround at this time.

NIM012721 An error message occurs stating the install failed when installing ArcEngine on a Vista Ultimate machine.

Workaround: Install the 9.2 MSI on Vista: Enable all 4 options under Internet Information Service > IIS 6 Management Compatibility, the install will proceed without an error.

NIM012749 Cannot uninstall ArcEngine on Vista machine when IIS is turned on.

Workaround: Install the 9.2 MSI on Vista: Enable all 4 options under Internet Information Service > IIS 6 Management Compatibility, the uninstall will proceed without an error.

DATA SOURCES

NIM012154 Copy/Paste of a file geodatabase to the same folder as the original data does not work correctly on Vista because of new default file naming on Vista (use to be copy of..." now is "...- copy")

Workaround: This problem can be prevented by changing a registry key in Vista. You can change the name of the resolved file name via the registry to follow the same pattern as XP used so that the folder name comes at the end of the new name rather than in the middle.

The key to change is:

HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\NamingTemplates

CopyNameTemplate = "Copy () of %s"

If the key "NamingTemplates" does not exist, create it and the StringValue "CopyNameTemplate". Do not "" any of these strings when you create them.

NOTE: The disadvantage of this is that it is a global setting that affects all copy operations.

NIM012155 Index Tab in Catalog for SDC properties doesn't display on some Vista systems.

Workaround: You need to re-register GxSdcUI.dll. This file can be found in <ArcGIS installation folder>\bin.

NIM012153 Copy and Pasting the same Personal Geodatabase with unmanaged rasters to a destination folder twice will cause the raster idb folder to be renamed in correctly.

Workaround: This problem can be prevented by changing a registry key in Vista. You can change the name of the resolved file name via the registry to follow the same pattern as XP used so that the folder name comes at the end of the new name rather than in the middle.

The key to change is:

HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\NamingTemplates

CopyNameTemplate = "Copy () of %s"

The disadvantage of this is that it is a global setting that affects all copy operations.

CONTROLS

NIM010300 Tablet PC gestures supported in XP do not work properly in ArcMap on Windows Vista.

Workaround: No known workaround at this time.

NIM010299 The ArcMap Tablet toolbar > Reactivate the selected ink command doesn't always correctly refresh the screen on Windows Vista.

Workaround: If you click any button, you're prompted to commit the ink. It reappears onscreen after you close the prompt dialog.

HELP

NIM003907 When accessing certain ArcGIS Online Help resources on Windows Vista, a *WinHlp32.exe* error message is returned.

Workaround: To view context sensitive help in ArcGIS Desktop under Windows Vista, it is necessary to download the Windows Help program (*WinHlp32.exe*) for Windows Vista from Microsoft. See

<http://support.esri.com/index.cfm?fa=knowledgebase.techArticles.articleShow&d=32530> for details to install the patch from Microsoft.

NIM012272 Tool tips do not work in the measure widow. This depends on the driver that is installed.

Workaround: This is an issue related to the display driver and we have no known workaround at this time.

NIM008612 Several of the PDF calls in the Help system will fail to launch the appropriate PDF.

Workaround: Launch the PDF from the corresponding Web Help topic or find the PDF in ...\\ArcGIS\\Documentation\\ folder and launch it directly.

NIM008613 The Open Tool button on all geoprocessing tool help topics fails to launch the tool dialog.

Workaround: Locate the tool in the ArcToolbox window and launch the dialog by double-clicking the tool.

NIM008611 Glossary pop-ups are broken. Glossary pop-ups are WinHelp-based files and WinHlp32 is not part of the Windows Vista install.

Workaround: When you first click a glossary term an error message appears. It contains a link to the Microsoft website from where the missing WinHlp32 file can downloaded. Install this file. See

<http://support.esri.com/index.cfm?fa=knowledgebase.techArticles.articleShow&d=32530> for details to install the patch from Microsoft.

NIM013103 The help system Search tab is grayed out on some Vista machines. There is a known conflict with the program called COM Explorer.

Workaround: If you uninstall COM Explorer, then reinstall ArcGIS, the search tab works.

ArcSDE CLIENT

NIM013039 The client application cannot make a local connection to an ArcSDE service on a Windows Vista server. The error message in the *sde_<service>.log* file is "Cannot create

shared channel I/O".

Workaround: Substitute the global namespace for the local namespace in the connection parameters. For instance, if the server name is gis and the global domain name is esri.com, rather than entering only local namespace gis, enter instead the global namespace gis.esri.com. See <http://support.esri.com/index.cfm?fa=knowledgebase.techarticles.articleShow&d=34052> for additional details.

ARCINFO WORKSTATION

ArcInfo background services must be run with Administrator privileges on the Vista platform. These services include "wservice" used by ArcStorm, "gpmon" which starts the Geoprocessing Server and "portmap" which is a service required for Inter-Application Communication (IAC)."

NIM013436 Possible difficulties when installing ArcInfo Workstation using setup.exe if the required system files do not exist on the machine.

Workaround: See the *Installing ArcInfo Workstation 9.2 on Vista* document for more information.

http://downloads.esri.com/support/TechArticles/Installing_ArcInfo_Workstation_92_on_Vista.zip

NIM012560 Cannot start the portmapper service on Windows Vista.

Workaround: No known workaround at this time.

NIM012561 ArcStorm cannot be run because "wservice" cannot be started on Vista.

Workaround: No known workaround at this time

NIM012562 Can't start GpServer on Vista.

Workaround: No known workaround at this time.

NIM012563 ArcInfo background services must be run with Administrator privileges on Windows VISTA.

Workaround: No known workaround at this time.