

## FAQ's for the Visio Design Tool

**Question:** I download the Visio Design Tool from our website and get this message when it tries to install: **Need Microsoft .NET 2.0 Framework** then the installation aborts.

**Answer:** Turn on the Microsoft Automatic Update feature on your pc and see if it finds and tries to install the Microsoft .NET 2.0 framework. If that does not happen or you need to get the tool installed faster, go to Microsoft's website and search for that download. Install this software and then install the design tool.

**Question:** I download the Visio Design Tool from our website and get this message when it tries to install: **Microsoft Windows Installer 2.0** then the installation aborts.

**Answer:** Go to the Microsoft website and search for that download. Install this software and then install the design tool.

**Question:** I download the design tool, opened Visio, then open the Data Center template, and get a message to **Disable Macros or Enable Macros or Cancel**, what should I do?

**Answer:** When you get that message, always check the box that says, "**Trust the source**" and then select **Enable Macros**. This will allow access to all of the automation that comes with the design tool.

**Question:** I installed the design tool, opened Visio, then opened the Data Center template and I do not see the toolbar. What do I do to get it to show?

**Answer:** Click **Tools, Options, Security** (Visio 2003), **Tools, Macro, Security** (Visio 2002) and set the macro security to **Medium**, or **Tools, Trust Center** (Visio 2007) and select "**Disable all Macros with Notification**".

Then click the **Trusted Publishers** tab (**Trusted Sources for Visio 2002**). Here at the bottom both boxes should be checked. Visio 2003 has 2 check boxes ("*Trust access to Visual Basic Project*" and "*Trust all installed add-ins and templates*"). Visio 2002 only has one check box ("*Trust access to Visual Basic Project*"). Click **OK** and then close Visio. For Visio 2007, selecting **Trusted Publishers** you will see Panduit Corp listed at the top. Say **OK**.

Now re-open Visio, select the Data Center template and if you get the dialog to Disable or Enable Macros, check the box that says, "**Trust the source**" and then select **Enable Macros**. Now when it opens you should have the toolbar operational.

**Question:** I installed the design tool, opened Visio 2002, opened the Data Center template and I see the toolbar but all the buttons are gray. How do I do to get the buttons active?

**Answer:** Go to the **Help menu item** in Visio and click **About Visio**. It will say what version of Visio you have and what SP (Service Pack) you have. The SP (Service Pack) number should be 1.0 or higher. Visio 2003 and Visio 2007 do not have this issue. If they do not have SP (Service Pack) 1.0 or higher, they need to go to the Microsoft website and download the latest SP (Service Pack) for their version of Visio.

**Question:** I am working in Visio and when I drag a patch panel shape onto the drawing I do not get the patch panel dialog to pop up. How do I fix that?

**Answer:** Right mouse click on the patch panel that is on the drawing and select **Add Jacks**. When the dialog comes up, check in the lower right side of the dialog box and make sure the box is checked to “Prompt when shape is added to the page”.

**Question:** I have an older Visio drawing open and I do not see the toolbar or the Panduit Design Tool stencil. How can I get these to open?

**Answer:** Go to the **Shapes** icon on the Visio toolbar and select **Open Stencil**. Go to **C:\Program Files\Panduit Corporation\Panduit Design Tool for Visio\Common Files**. If you have Visio 2002, select the **Panduit Design Tool.vss**, if you have Visio 2003 or 2007, select **PDesTool.vss**. When these open the Panduit Design Tool stencil, it will also open the toolbar.

**Question:** I was opening one of the icons on the toolbar and I get an error message that the dialog is not available. What do I do?

**Answer:** Sometimes it will happen that you are in and out of the toolbar icons selecting different items for Cable or Accessories and the error message will display. Save your drawing and close Visio. Now re-open Visio and open your drawing and all icons on the toolbar should work as before and all saved Accessories and Cable will still be part of the drawing.

**Question:** I have an older drawing open in Visio and when I try to snap a patch panel or horizontal cable manager, they do not snap in the rack correctly. What is the problem?

**Answer:** With this new release of our design tool, we needed to update the way products snap into the racks to be consistent with the way the industry does it currently. We needed to change the snap points of the racks to be on the rack unit markings instead of the mounting holes and we changed the snap points of all rack-mountable products to be the bottom ends on the product instead of the top mounting holes. If you need to modify an existing rack on the drawing, you can “place” the newer shapes into the current rack, they just will not snap in. Another option to use if the shape is not snapping into the desired location is to temporarily turn off **Snap & Glue** in the Visio **Options**. If you are just adding to the drawing with new racks and products that snap into the rack, the new shapes should work fine.

**Question:** I run the Bill of Material generator and not all the shapes I have on my drawing are showing up on the Bill. Why is this?

**Answer:** Only the Panduit shapes will show on the Bill of Material **and** there are a few exceptions to this statement.

**All the Panduit shapes that are Front View shapes will show up on the BOM.** The Cisco and IBM shapes will not, as they are not our products.

The **Panduit shapes** that are in the **Top View stencil** will **NOT** show up on the BOM since these shapes would also be detailed in a Front view, where they would show on the BOM.

There are a few “**generic**” shapes, ladder racks, panels and a few others that will **NOT** show on the BOM.

**NOTE:** With regards to the **Fiber Runner and Fiber Duct** shapes, since there are 3 separate views of these shapes (Front, Right and Top), all of these shapes provide an option to either **SHOW** on the BOM or **NOT SHOW** on the BOM.

You access this option by selecting the Fiber Runner or Fiber Duct shapes once it is on the drawing, right-mouse-click and **select** (puts a check mark in front of it) **Include in BOM** to have it show up or **de-select** (take the check mark off) to not have it show up on the BOM.

Also, select the desired *Input Pages* option in the Bill of Material dialog. The options are **Current Page** or **All Pages**.

**Question:** I try to install the Visio Design Tool onto Windows Vista or Windows 7 operating system and get an error **1720**. What do I do?

**Answer:** In Windows Vista, Close Visio, go to **Control Panel, User Accounts**, go to **User Account Control** and make sure it is not checked. Save that and then go try to install the design tool once again. It should install and then you can turn the **UAC** back on again.

In Windows 7, go to the **Control Panel**. Click “System and Security.” In “Action Center,” click “Change User Account Control Settings.” Make a note of the current setting. Move the slider down to “Never Notify.” Click OK. Click Yes. Restart Windows. Install the Panduit Design Tool for Visio. Go back into User Account Control Settings and set it back to the original value.