New DVM-Pro FAQ

Click on the FAQ item take you to the answer page

Frequently Asked Questions

◆ **FAQ 1. Which operating systems does DVM-Pro work with?**

: Available in Windows 7 / 8 / 10 32bit, 64bit (Mac OS does not supprot)

※ Microsoft .NET Framework 3.5 must be installed

◆ **FAQ 2. Which AutoCAD version is supported in CAD mode?**

: AutoCAD / AutoCAD Mechanical 2010 ~ 2020 (the other edition LT, MEP...etc not support)

◆ **FAQ 3. Where can I download the DVM-Pro installation file and manual?**

: You can download the latest DVM-Pro installation file and manual from the below link

※ Download Link : **Click here(32bit) / Click here(64bit)**

◆ **FAQ 4. Please tell me know the update schedule about product information** :

Product information update is every thursday in Korean time

: Software error fixed will be updated within two weeks of the problem occurring

※ Please send your request and questions about the DVM-Pro to the E-mail address below

→ dvm.pro@samsung.com (answer to requests within 24 hours)

◆ FAQ 5. Can I change or add design countries in Sales mode?

① Click the 'Design Countries' button

② Select the design countries and click the 'OK' button

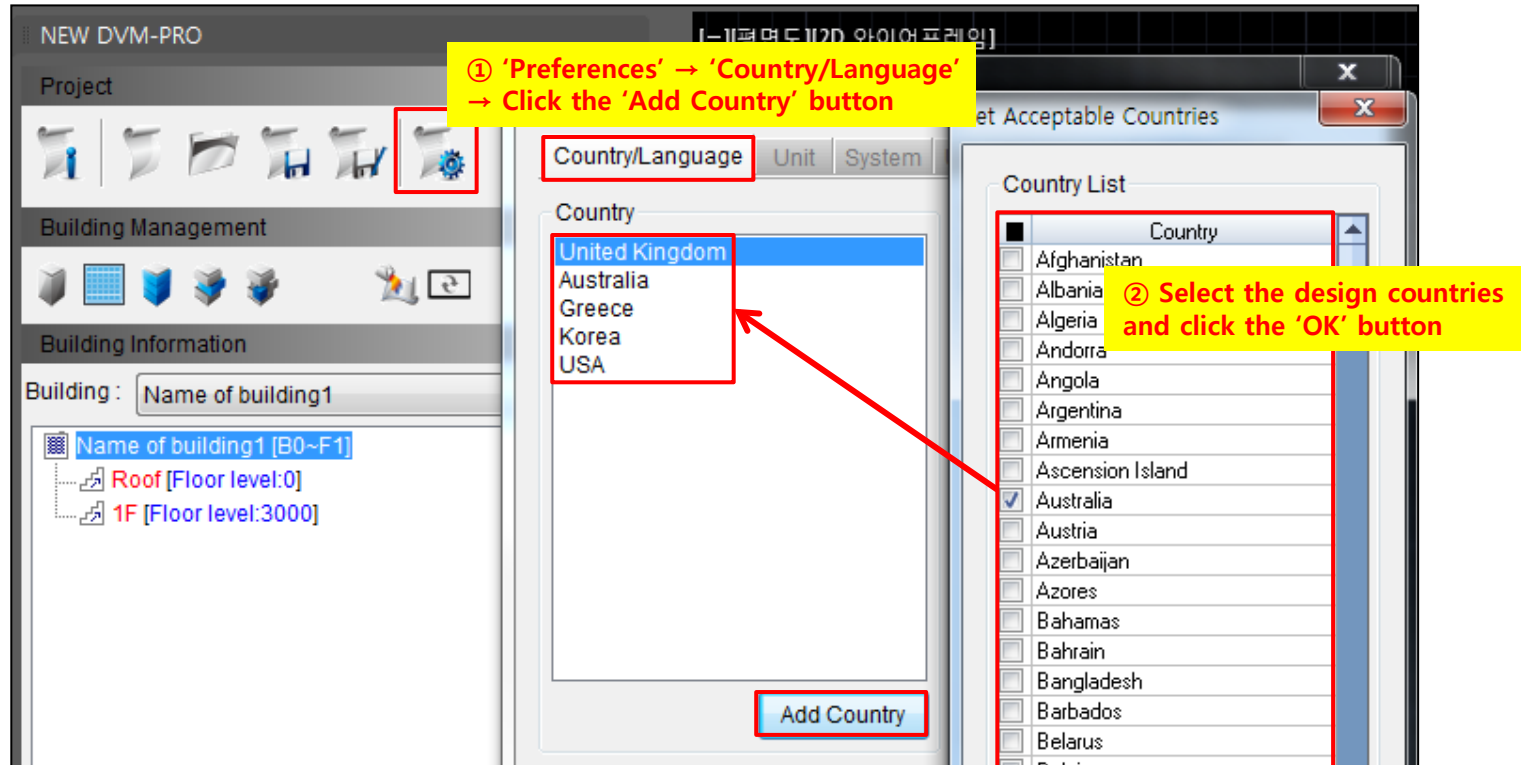**③ You can create projects with selected countries**

Step 1. Click the 'Design Countries' button

Step 2. Select the design countries and click the 'OK' button (Up to 10 countries)

Step 3. You can create projects with selected countries

◆ **FAQ 6. Can I change or add design countries in CAD mode?**

**Step 1. 'Preferences' → 'Country/Language' → Click the 'Add Country' button**

Step 2. Select the design countries and click the 'OK' button (Up to 10 countries)

Step 3. You can see the design countries in the 'Preferences' → 'Country/Language' tab, and you can select the project creation country

◆ **FAQ 7. I get the message 'Authorization has been deprived' when I open DVM-Pro**

: After updating, you can use DVM-Pro without authorization step


★ **Mandatory update** ★
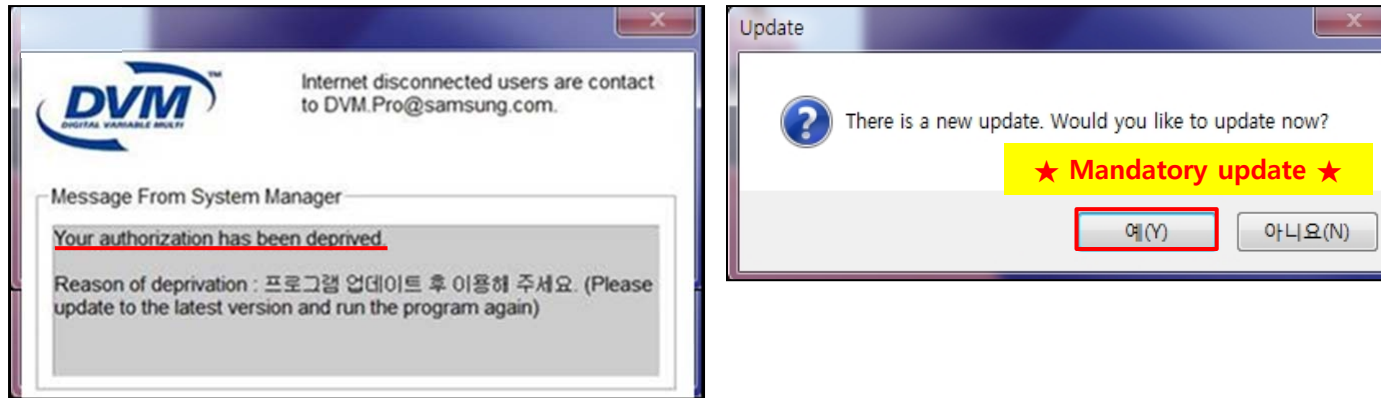
※ Removed authorization step of DVM-Pro. Existing version can't be used, please update it

◆ **FAQ 8. I get the message 'Add/Modify/Delete is not possible'when I open project file**

: Problems occur when open a project file in country that are not selected as design countries
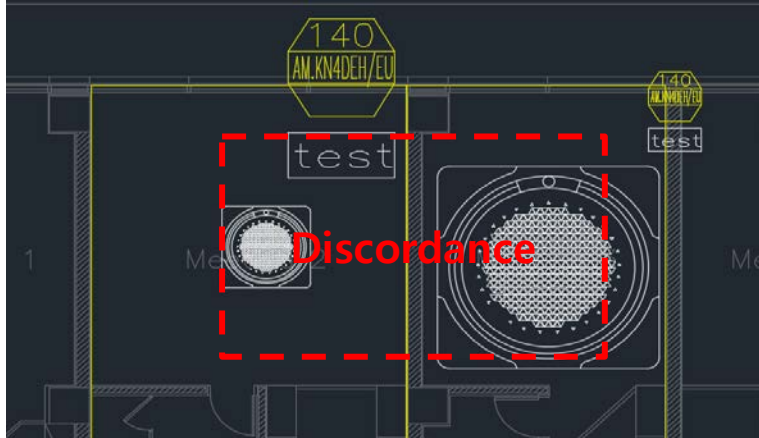
: In this case, you can see the design of the project file, but you can not edit it   * Preference FAQ 5,6

※ **You can see the design country when you click 'Project information' button in project file**

Sales Mode   **CAD Mode**
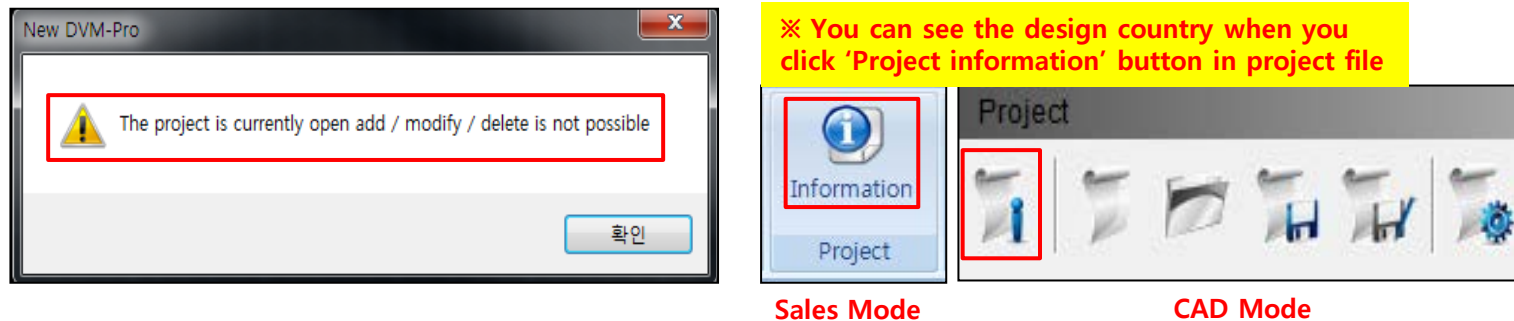
◆ **FAQ 9. The block is smaller or bigger than real size in CAD mode**
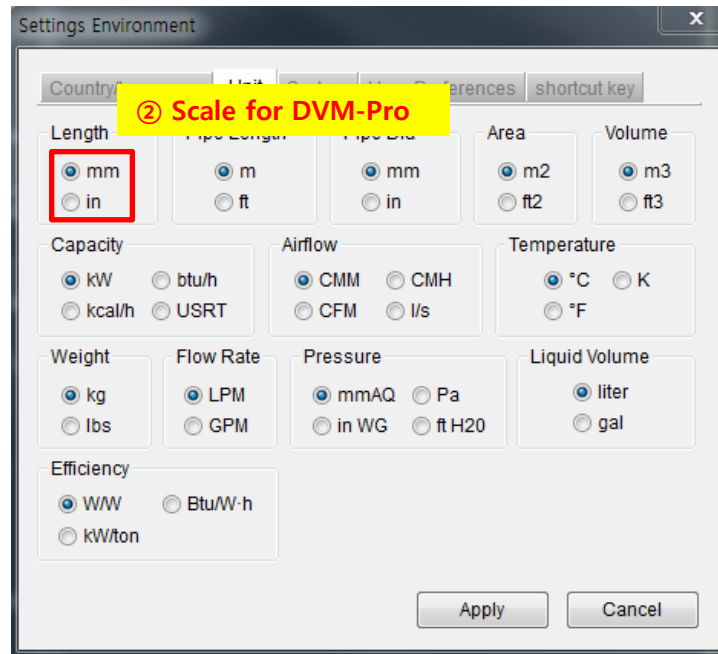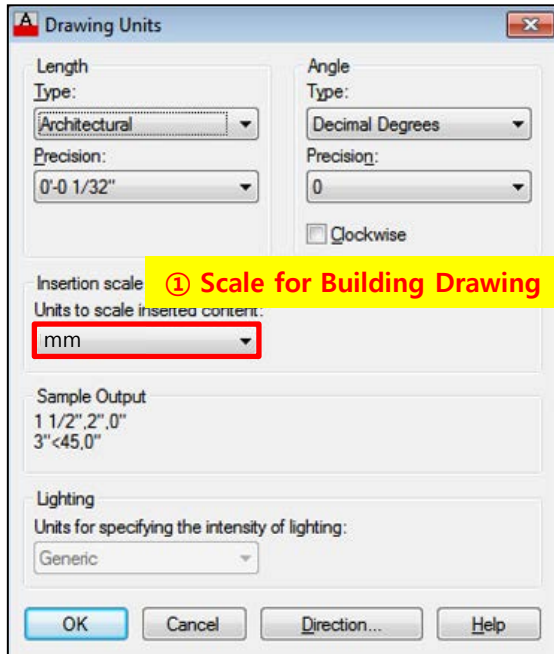

Discordance

Step 1. Check the scale for Building Drawing

→ Enter 'units' on command blank and check unit

Step 2. Check the scale for DVM-Pro
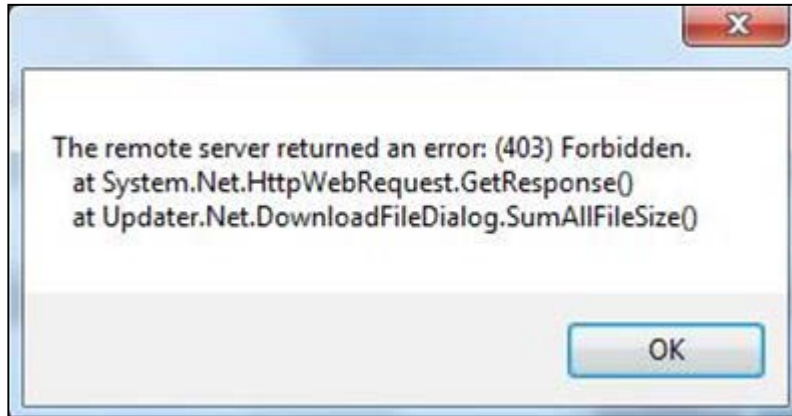
→ Click the setting button and check length unit

Step 3. Compare and choose the same unit

① Scale for Building Drawing

② Scale for DVM-Pro

◆ **FAQ 10. Failed to update due to '(403) Forbidden' error**

: I get below message while updating DVM-Pro

Case 1. Check your Anti-virus system is blocking the DVM-Pro updater

→ If you are using an Anti-virus or malware software, please turn off their real-time protection and
   try again to update DVM-Pro.

→ If the problem is solved, please add DVM-Pro to exception list of the Anti-virus system.
   (If depends on the Anti-virus system)

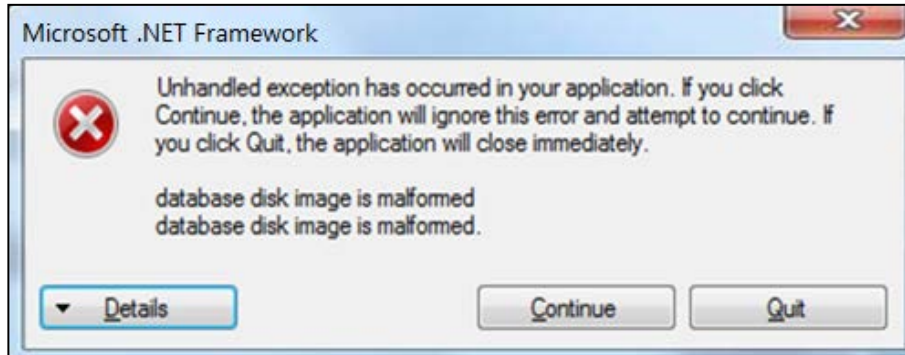**Case 2. The updater might be blocked by company or group serurity polisies**

→ Please check whether DVM-Pro updater is available for downloading files from the update server

※ Please contact your IT administrator

◆ **FAQ 11. 'Database disk image is malformed' error occurs**

: I get below message after update DVM-Pro

: Sometimes database and software updates could not be completed normally because of a

system interruption such as Windows update/DRM/Anti-virus software.
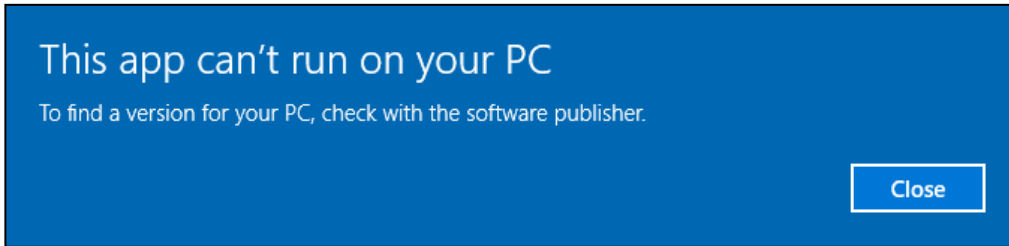
Step 1. Please re-install the program with the latest installation file* and try again * Reference FAQ 3

◆ **FAQ 12. 'This app can't run on your PC' error occur when I open DVM-Pro**

: I get the below message when I open DVM-Pro on Windows 10

: This problem is caused by blocking DVM-Pro in 'Windows Defender'

: Blocking issues will be improved, please follow the below guide before improvement

Step 1. Windows Defender Security Center → App & browser control
→ Check apps and files → Setting the 'off'