

# Roadsoft® Roundup

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For Roadsoft help, visit  
the Roadsoft Manual at

<https://roadsoft.org/help>

Staff at the Center of Technology & Training (CTT) field a lot of commonly asked questions throughout the year. Although we are more than happy to answer these questions as they come in, we thought it would be useful to compile them for others that may have the same questions or issues. This is the second round of publishing frequently asked questions in the *Roundup* - refer to [Roadsoft Roundup Volume 21, Issue 1](#) for the first set of questions and answers. If your questions isn't answered here, or if you ever have questions about Roadsoft, feel free to send an email to [roadsoft@mtu.edu](mailto:roadsoft@mtu.edu).

## Common Beginner Questions or Issues

### How do I install Roadsoft?

The Roadsoft installer is available at <https://roadsoft.org/downloads/roadsoft>. There are two main methods of installing Roadsoft for the first time, depending on if you also need to install SQL Server or not. We have an explanation of the two methods [here](#).

Please note - you will either need an existing database to connect to, or a Roadsoft backup to restore in order to run the program. If you're starting from scratch, you'll need a framework from us to create a database. Instructions for requesting a framework are [here](#).

### How do I get started?

First, if you have others in your organization that use Roadsoft, they may be your best teachers. There are many ways of using Roadsoft and each organization does things slightly differently, and not all modules are relevant to beginners. We typically offer and Introduction to Roadsoft Training in the spring and fall, and we have technical assistance available to help new users get their feet wet. Visit <https://roadsoft.org/form/roadsoft-tech-assist-request> to request technical assistance.

## What is data migration?

We perform a framework update once per year using data from MDOT. These updates typically include [framework map correction requests](#) received before November of the previous year. This data migration updates the base map used by Roadsoft and is released at the end of March prior to the start of TAMC data collection for the year.

## What's my username and password?

Contact the person in your office with administrator access to Roadsoft for your user login. The CTT does not store or have access to usernames or passwords. That being said, should you lose access to the admin account, contact us for assistance in resetting the admin user password. The process used to reset the admin password is only good for that particular business day. If at a later date the admin password needs to be reset again, you'll

once again need to connect us.

## I'm clicking an object on the map and Roadsoft won't select it

A very common issue is trying to click an object on the map and being unable to. More often than not, this is due to having the wrong layer active.

There are a few ways to check what layer you're on. You can see it at the bottom-left corner of the main map, to the right of the pointer options, as well as on the layer list and in the selection section (if left pinned).

Keep in mind that having a layer checked means that layer is visible, not active. You will want to check to see that the layer name is highlighted, not just checked.

## I can't see all the roads/assets on the map

There are two main reasons why you may not see all of the



**Director:** Tim Colling, PhD, PE  
**Senior Project Manager:** Nick Koszykowski  
**Principal Programmer:** Luke Peterson  
**Software Engineer:** Jacob Coulson  
**Software Developers:** Scott Dohrman, Brett Halonen, Anupama Josyula, Justin Milliman, Daniel Morgan  
**Scientific Programmers:** Matt Miller, Ryan Koehler  
**Civil Engineers:** Chris Gilbertson, PhD, PE; Ingrid Sandberg, PE; Pete Torola, PE  
**Systems Support:** Christoforo DelReal, Alex Radke  
**User Interface/User Experience Specialist:** Lindsey Wells  
**Editor:** Scott Bershing

**Center for Technology & Training**  
Michigan Technological University  
309 Dillman Hall  
1400 Townsend Dr.  
Houghton, MI 49931-1295

Telephone..... (906) 487-2102  
Fax ..... (906) 487-3409  
E-mail..... [roadsoft@mtu.edu](mailto:roadsoft@mtu.edu)  
Web..... [www.roadsoft.org](http://www.roadsoft.org)

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roads on your map. The first is conditional visibility, which hides details to save on computing power and speed up the map viewing and regeneration process. If you zoom out and see roads or other items disappear, that is an indication that conditional visibility has been turned on. To turn it off, right click the map and select conditional visibility from the pop-up menu, then select the Turn Con Vis Off button on the next window. Note: this may cause Roadsoft to slow down on older machines or for agencies with a large amount of data.

The second reason why you may not see all the roads on your map is that you could also have a filter applied that hides some of the objects on the map. Look in the lower left-hand corner of the map to see if Roadsoft has a filter applied. You can clear a filter by right-clicking the map or under the filter drop-down directly above the map.

## TAMC Data and the Data Collection Cycle

### What is the Data Collection Cycle?

Roadsoft is designed to follow what we call the Data Collection Cycle. You can see a short write up in our manual [here](#) which lays out best practices for exporting and importing LDC data. We encourage you to look through the topic to prevent data loss. If you are having issues with importing/exporting to or from the LDC, please contact support.

### I didn't flag my road rating data for TAMC when exporting to the LDC. Is it too late to flag it?

There are two opportunities for flagging data for TAMC. Should the LDC file not be flagged for TAMC collection during export, there is a second opportunity offered to flag the data as TAMC during the import process.

When importing LDC files with road data, you will be prompted "Is this for TAMC?" on import. Saying "Yes" will bring that data in, flagged for TAMC.

Regions shouldn't be using LDC export files from local agencies for TAMC data collection. Regions should use the options presented under the TAMC menu for data import and export. Contact technical support if you have received LDC export files from a local agency.

It's also worth noting that adding data directly into Roadsoft Desktop will not flag it for TAMC.

### I re-imported LDC data and clicked Yes at the TAMC prompt. Why isn't it showing up as TAMC-flagged?

LDC exports of road data don't overwrite existing data when they're imported into Roadsoft. If you previously brought in road data not flagged for TAMC, then you either need to restore from a backup made prior to the LDC import, then re-import the LDC data, or if you didn't create a backup prior to importing the LDC data, you'll need to get in touch with us and we can assist you with getting the data imported and properly flagged as TAMC.

### I'm new and I don't know how to start with TAMC data collection

Under the TAMC menu in Roadsoft, each of the steps are numbered and labeled as either for a city/county, or region. Each step also has a tooltip with more information.

When in doubt, ask someone in your office who knows the details of how your office has been handling TAMC data collection.

Refer to the [TAMC Data Collection Manual](#) for more information about the process.

## Common Questions from IT Professionals

### What is Roadsoft?

Roadsoft, generally speaking, is a collection of roadway asset management software tools for collecting, storing, analyzing, and sharing data associated with transportation infrastructure. The CTT works to make the entire suite as accessible as possible, and so we've geared Roadsoft towards municipalities that have little to no IT staff. See more [here](#).

### What do I need to run Roadsoft?

We require SQL server to create a database. We include a version of SQL Express server with the Roadsoft installer, and it's also available as a stand-alone installer on our website at <https://roadsoft.org/downloads/sql-downloads>. SQL can be installed on the local computer you're using to run Roadsoft, or it can be installed on another desktop or file server that will host a shared database. See instructions for setting up network sharing [here](#), if multiple machines will be accessing a single database.

Understand why Roadsoft requires SQL [here](#).

Current minimum system requirements can be found [here](#).

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You'll also need a framework file (FWVersionInfo.dat) if you create a new database. The framework defines your jurisdiction and includes basic road information to get you started using Roadsoft. Instructions for requesting a framework are [here](#).

## **Can I use our organization's own SQL Server to run Roadsoft?**

Yes, as long as it meets our minimum version. There are some basic settings that need to be changed to allow Roadsoft to connect to the database. Please note that the RSUser password cannot be changed, or Roadsoft will fail to connect. You can find more information about setting up a SQL server [here](#).

## **Can I install Roadsoft silently?**

Absolutely. We have instructions for silent install [here](#).

## **How do I move Roadsoft to a new server that was set up by our IT department?**

The simplest and most reliable way is to create a Roadsoft backup on the existing server. Once the new server is set up, copy the backup to the new server, then use Roadsoft to restore the database. Instructions for backing up and restoring are [here](#). A framework isn't necessary if using a backup. Please let users know that any changes made to the old database after it's backed up won't be reflected on the new server. We recommend completing this process outside of normal business hours. If it has to happen during a normal work day, backup right before you plan to make the new server live, copy and restore it, and let users know of the change immediately. It's also a good idea to turn off access to the old server once you're sure the new server is up and running. Ask your IT folks to turn off the service for the old SQL server, or give us a call and we can help walk you through the process if you have the proper access to the server.

## **What do I do if I have a user that can't connect to the server and/or Roadsoft says none of the default passwords are working?**

See "Quick Troubleshooting Tips for Server Connection Issues" below.

## **One of my users is having issues with an older version of Roadsoft. Can I get an installer for the version they're using?**

Roadsoft is maintained and updated by a small team. We are unable to support every past version of Roadsoft. In addition,

Roadsoft is under continuous development with enhancements and bug fixes added regularly, so unless there's a compelling reason, we always recommend that the latest release is used. There may be cases where an older version is needed to create a backup. If that is the situation, we recommend contacting us for help with migrating your data and upgrading all users to the latest release.

## **Quick Troubleshooting Tips for Server Connection Issues**

### **I can't connect to the database**

There are a few common reasons why folks have issues with connecting to the database. These are common questions we would ask if you were to call or email technical support.

- Is Roadsoft up to date?

Versions of Roadsoft that are several years old may no longer be supported. Additionally, in a situation where multiple people are using Roadsoft and accessing the same database, it's best practice to keep everyone on the same version. If one person updates Roadsoft and connects to the database, older versions won't be able to access that database, which means the rest of the people accessing the database will need to update their versions as well. Regularly keeping up with Roadsoft updates for all users is the easiest way to avoid these issues.

It's also important to keep Windows up to date, since new versions of Roadsoft will not run on versions of Windows older than Windows 10.

- How old is your database?

If you're trying to access a database you haven't accessed in a while, you may run into compatibility issues when trying to connect using a version of Roadsoft that's several versions newer than the version that last connected to the database. Generally, Roadsoft can update and migrate databases that are two frameworks behind. If you receive an error that Roadsoft can't connect to the database because it's too old, contact tech support for help.

- Are you connected to the correct SQL server?

Databases can be local - hosted on your computer, or remote - located on a different computer connected to the same network.

There may be times where there are multiple Roadsoft databases

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available on a server. There may be times where there are multiple SQL servers available on your network. Sometimes network issues can disconnect you from the remote SQL server where your database is hosted. Pay attention to the SQL server and database you normally connect to, as that will provide a clue if something goes awry.

- Are you connecting to the correct database?

As mentioned above, it's possible to have multiple SQL servers and multiple databases on each server. There are times after updates, or in the event of other computer-related issues, where Roadsoft will try to connect to an older database you connected to previously. Again, pay attention to the SQL server and database you normally connect to. If you're having issues, try re-establishing the SQL server and database connection. We have instructions [here](#) on how to re-establish those connections.

## **Roadsoft says that my version of SQL is out of date and I need to upgrade. What do I do?**

The most likely situation is that Microsoft has discontinued support for the version you are running. You will need to backup the old database and restore it on the new SQL server. Instructions for backing up and restoring are [here](#). Refer to our timing recommendations above when upgrading the SQL server.

Hopefully these topics were helpful. If we missed anything, or if you have any other questions, feel free to contact us at [roadsoft@mtu.edu](mailto:roadsoft@mtu.edu) or 906-487-2102.

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## **CTT Ending Support for SQL Server 2014**

This is a reminder that Microsoft recently announced that SQL Server 2014 has reached the end of its extended support lifecycle and it will not be supported after July 9, 2024.

In response to Microsoft's announcement, the CTT will be ending our support of SQL Server 2014 for Roadsoft and MERL in December, 2024. Roadsoft and MERL will provide a reminder during login to those agencies connecting to SQL Server 2014 instances about the upcoming end of support.

Starting with the 2024.12 release of Roadsoft and MERL, agencies will no longer be able to connect to an SQL Server 2014 instance.

## **Supported Versions**

The CTT will continue to support SQL Server versions 2016, 2017, 2019, and 2022. We recommend that agencies in need of an update use SQL Server 2022 to maximize the available life span of the product. We also recommend that if possible agencies install our version of SQL Express, even if they have their own stand-alone SQL server license. Installing our SQL Express instance is straightforward and makes it easier to create and restore Roadsoft backups, create new databases, and for technical support.

SQL Express installers are available at <https://roadsoft.org/downloads/sql-downloads>. There is online help documentation available on upgrading your SQL Server in the Roadsoft Manual at [Update SQL Server Express](#). Help documentation for locating the current SQL Server version is available at [Locate SQL Server Version](#).

For questions or assistance with determining the SQL Server version, or with updating SQL Server, email [roadsoft@mtu.edu](mailto:roadsoft@mtu.edu).

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## **Microsoft Ending Support for Windows 10**

Microsoft also announced that they will be ending support for Windows 10 by October, 2025. However, they will continue to provide security updates until October, 2028. The CTT will continue to support Windows 10 as long as Microsoft is providing security updates.

Although this end of support for Windows 10 by the CTT is over four years down the road, agencies should keep this in mind when shopping or upgrading existing computers to ensure Windows 11 is either installed, or the computer being upgraded is compatible with Windows 11. Depending on the age and specifications of computers running Windows 10, hardware upgrades or computer replacement may be required to upgrade to Windows 11.

Microsoft Windows 11 system requirements, along with an explanation of upgrade options, can be found at <https://support.microsoft.com/en-us/windows/windows-11-system-requirements-86c11283-ea52-4782-9efd-7674389a7ba3>.

Roadsoft system requirements can be found at <https://roadsoft.org/about/system-requirements>. Contact Roadsoft technical support at [roadsoft@mtu.edu](mailto:roadsoft@mtu.edu) for more information.