

New DVM-Pro **FAQ**

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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 support)

※ Microsoft .NET Framework 3.5 must be installed

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

: **AutoCAD / AutoCAD Mechanical** 2010 ~ 2017 (the other edition LT, MEP..etc not support)

※ Support in the second half of the AutoCAD version(year)

◆ 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!](#)

◆ 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**)



Frequently Asked Questions

◆ FAQ 5. How do I request authorization after installation?

The screenshot illustrates the authorization process through three overlapping windows:

- Authorization Window:** Displays the DVM logo and instructions. A yellow callout box with a red border and the text "① Click 'Request Autho code' button" points to the "Request Autho Code" button. Below the instructions, a "Request code" field contains the value "651E267157CC8337A...".
- Request Authorization code Window:** A form for entering user information. A yellow callout box with a red border and the text "② Fill out the user information & Click 'Request' button" points to the form fields. The fields are filled with: E-mail: "dvm.pro@samsung", Family name: "Lee", First name: "Tae kyeong", Tel: "82-31-200-7252", and Company name: "Samsung Electronics". A red box highlights the "Request" button.
- New DVM-Pro Window:** A message box with a yellow warning icon and the text: "Your request has been processed well. After restart program, authorization will be activated automatically." An "OK" button is at the bottom right.

Step 1. Click 'Request Autho code' button

Step 2. Fill out the user information & Click 'Request' button

※ Check Point : If your request step is perfectly completed, you can get this message from the program. 'Your request has been processed well.'



Frequently Asked Questions

◆ FAQ 6. When can I get an authorization code?

: Authorization code will take (directly your DVM-Pro) **every friday**, if your information validated

Request code : 0C00A2864E351C35AAE54DB4874B2BFE

Autho Code : 5A0E6B8041CBBF5BD3956AAA ① Click 'Apply' button

RequestAutho Code Apply Cancel

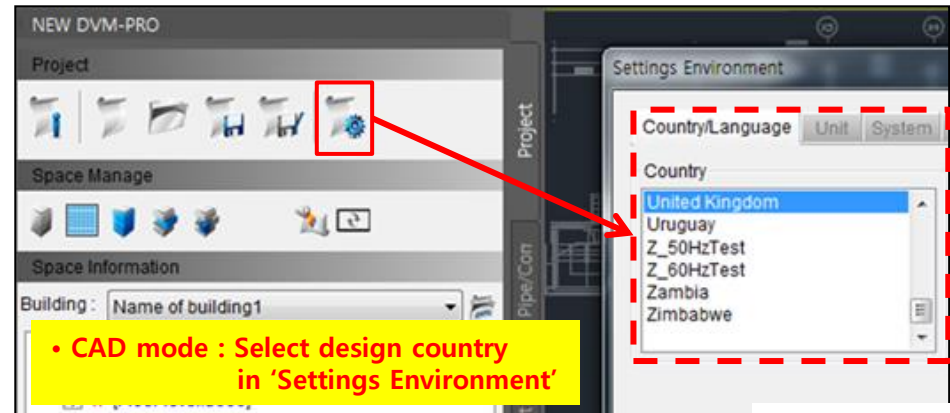
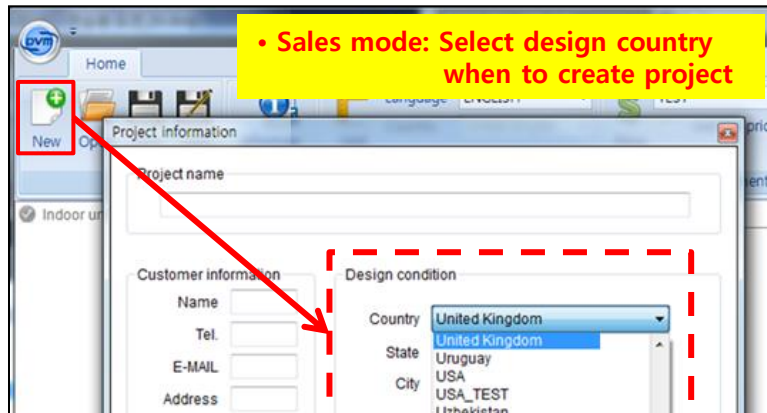
: If you want to receive the autho. code quickly, please send your request code by our e-mail

◆ FAQ 7. How can I change(or add) my design country?

Step 1. Get approval about design country from the Samsung employee(Local manager)

Step 2. Please request design country you need by our e-mail

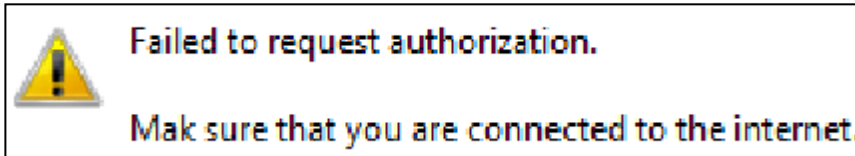
Step 3. You can choose design country running the DVM-Pro



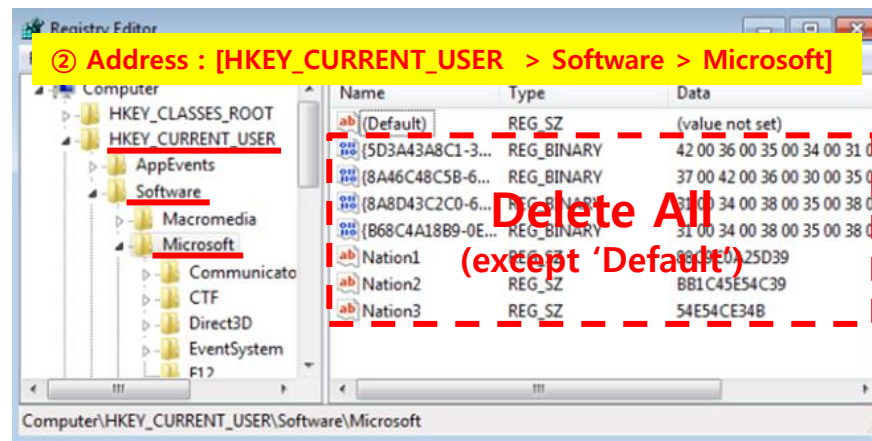
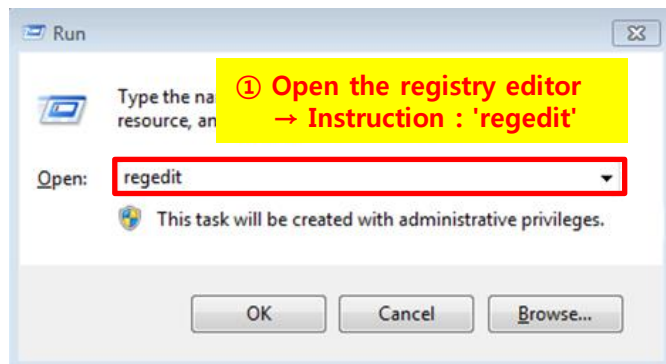
Frequently Asked Questions

◆ FAQ 8. Failed to request authorization

: I get below message while requesting the authorization code



Step 1. Delete registry in your PC



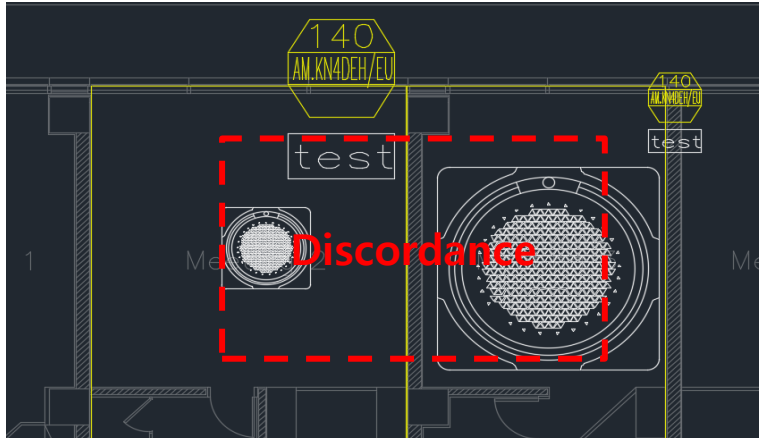
Step 2. Delete DVM-Pro and reinstall it

→ Please download latest version of DVM-Pro : [Click here!](#)

Step 3. Please proceed with registration* again * Reference Page 3

Frequently Asked Questions

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



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

