

# Message: A room has a negative ceiling height.

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The information in this article applies to:



## QUESTION

When I work in one of my plan files, a message keeps stating:

- "#272004907 - A room has a negative ceiling height. Any railings surrounding this room will not display in 3D."

What does this mean and how can I fix it?

## ANSWER

This message will display when a room has a ceiling height that is lower than its floor height. For example, if a room on Floor 1 has an absolute Floor height of 0" and a Ceiling height of -12", the message will appear.

To resolve this issue, locate the room with the problematic ceiling height and raise its height so that it is located above the room's floor.

### To find the room and raise the ceiling height

1. In the plan that this message is occurring in, select **Window> Fill Window Building Only**  while in a plan view.
2. Select a Wall tool, such as the **Straight Exterior Wall**  tool, then draw a wall beside your main structure.
  - The program will find the problem room and highlight it, and the message will display.
  - When you have identified the problem room, click **OK** to close the message box.
3. If you do not see a room highlight, then the problem room may be located on a different floor. Go **Up One**

**Floor**  and/or **Down One Floor**  and repeat Step 2 until you locate the problem room.

4. Using the **Select Objects**  tool, click within the problem room to select it, then click the **Open Object**  edit tool.

5. On the **STRUCTURE** panel of the **Room Specification** dialog that displays:



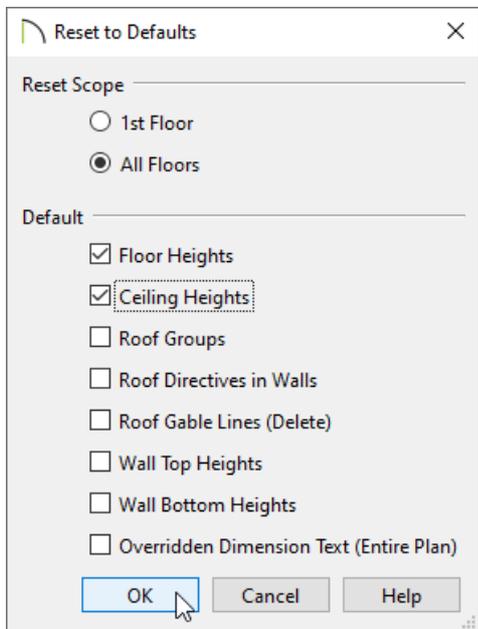
- In the image above, notice that under Absolute Elevations, the height of the **Ceiling** is lower than that of the **Floor**.
- Increase the value of the **Ceiling** so that it is equal or greater than the **Floor**.
- Alternatively, you can decrease the value of the **Floor** so that it is lower than the **Ceiling**.

6. When you are finished, click **OK**.

If the message continues to appear, there may be more than one room in your plan that has a negative ceiling height. Repeat Steps 2 - 6 above for any additional rooms, or proceed to the section below to learn how to reset all rooms to the default floor and ceiling heights.

## To reset floor and ceiling heights back to the defaults

1. Select **Edit**> **Reset to Defaults** from the menu.
2. In the **Reset to Defaults** dialog that displays:



- Under the Reset Scope section, choose between the floor level you're currently on or **All Floors**
- Check both the **Floor Heights** and **Ceiling Heights** boxes.

3. Click **OK**.