ePlans Review
Troubleshooting Guide
City of Albany, Oregon
http://cityofalbany.net/drc

Specifications

The following client specifications will offer the most efficient use for ProjectDox:

Client Specifications	
Operating System	Windows 8 (32/64), Windows 7 (32\64),Mac OS 10.5 – 10.9, iPad, Windows Tablet
Processor	Dual Core or Quad Core Processors 2.0 GHz or faster
Memory	4 GB RAM
Hard Drive	100 GB or More
Graphics Card	Minimum 512 MB of dedicated video memory (multi-monitor support recommended)
Web Browser	Internet Explorer 8 or 9 (32-bit)
Display	22" or larger with at least 1920 x 1080 screen resolution.

ePlans Review Troubleshooting Tips

Steps outlined herein apply to the Windows 7/8 operating systems and Internet Explorer 8/9 browsers. The City of Albany will be able to assist in troubleshooting in these Windows operating systems and for Internet Explorer. Call 541-917-7553 for support. To troubleshoot other operating systems or browsers, consult their documentation.

Symptom	Possible cause	Resolution
Main ePlans window closes immediately after logging on	Pop-up blocker	Add pop-up blocker exception or disable
ePlans windows come up blank, or missing certain sections	1. Security settings 2. ActiveX plug-ins not working	1. Add ePlans to Trusted Sites list 2. Reinstall ProjectDox Components
Unable to click on a Task or eForm	1. Pop-up blocker 2. Security settings	1. Add pop-up blocker exception/disable 2. Add ePlans to Trusted Sites list
Unable to upload files	ActiveX plug-ins not installed	Reinstall ProjectDox Components
Clicking on a file opens a blank white screen	ActiveX plug-ins not installed	Reinstall ProjectDox Components
Just installed or upgraded Internet Explorer, ePlans stopped working	Need to reinstall plug-ins	1. Reinstall ProjectDox Components 2. Add ePlans to Trusted Sites list
"Communications with Brava Server" error shown, clicking on Show Details reveals: "Failed to Initialize. Failed to download from https://ePlans... "	Components were installed while UAC was active (Windows 7/8)	Turn off UAC mode, restart computer, then reinstall ProjectDox Components
Error: "There was a failure downloading the Integration DII! Please check the IntegrationUrl BravaXParam"	Components were installed while UAC was active (Windows 7/8)	Turn off UAC mode, restart computer, then reinstall ProjectDox Components
Can't view files using Internet Explorer in Windows 8	Launching IE from Start Page disables plug-ins	Launch Internet Explorer from the Desktop, not the Start Page.
Only able to upload 1-5 files at a time through Internet Explorer	Silverlight not installed	Install Silverlight (installation link is found within the Upload Files window)
Miscellaneous issues	Windows 7/8 UAC	Turn off UAC mode, restart computer, then reinstall ProjectDox Components

Common Problem Resolutions

One or more of the following actions may be required to resolve any ProjectDox issues. Each of these actions is discussed further in the sections below.

- Turning Off UAC Mode
- Uninstalling and Reinstalling ProjectDox Components
- Adding ePlans Review to Trusted Sites List
- Adding Pop-Up Blocker Exception/Disable

Turning Off UAC Mode (Windows 7/8)

User Account Control, or UAC, is a feature in Windows 7 and 8 that makes the user authorize every change that occurs within the computer. It also causes some issues with installation of ActiveX controls, which are used by ePlans Review. You'll need to disable UAC in order to properly install the ProjectDox Components. Your computer will need to restart during this process.

Turning off UAC – Windows 8

1. Search for **Change User Account Settings**.
2. Drag the slider to **Never notify**, click **OK**.
3. Restart the computer.

Turning off UAC – Windows 7

1. In Control Panel, enter **UAC** in the search box.
2. Click on **Change User Account Control settings**.
3. Drag the slider to **Never notify**, click **OK**.
4. Restart the computer.
5.

Uninstalling and Reinstalling ProjectDox Components (Windows 7/8)

Uninstalling ProjectDox Components

Check for presence of ProjectDox program, and remove if found.

1. Uninstall ProjectDox Components as follows.
    a. Windows 8 – **Control Panel**, **Programs and Features,** remove ProjectDox Components.
    b. Windows 7 – **Control Panel**, **Programs and Features**, remove ProjectDox Components.
2. In **Internet Explorer**, go to **Internet Options**, **Browser History**, **Settings**, **View Objects**, remove anything Brava, ProjectDox, or Xupload.
3. In **Windows Explorer**, browse to the following folder locations and delete the IGC and Components folders, respectively:
    a. Documents and Settings, [User Account], IGC.
    b. Program Files, Avolve, Components.

Reinstalling ProjectDox Components

(If using Windows 7 or 8, follow the directions above for **Turning Off UAC Mode** before proceeding)

1. Log out of ePlans Review and go back to the login screen.
2. Click on the link in the lower-left section of the page that says **Install ProjectDox Components**.
3. Run the application and follow the prompts to install. If it says it's installed already, select **Remove**, then run again to reinstall.
4. Once the components have been installed, close Internet Explorer, then log back into ePlans Review.
5. Turn UAC back on afterward to secure your computer.

Adding ePlans Review to Trusted Sites List (Internet Explorer 8/9)

Your browser security settings may be set too high for ePlans Review to function. Rather than change your settings for all web pages, we suggest adding ePlans Review to your Trusted Sites as follows:

Add to Trusted Sites List
1. In **Internet Explorer**, go to **Tools**, **Internet Options**, **Security**.
2. Click on **Trusted sites**, **Sites**.
3. In the **Address of Web site to allow** box, enter **https://eplans.cityofalbany.net**, then click **Add**, **Close**.
4. Click on **Default Level**, **OK**.

Adding Pop-Up Blocker Exception/Disable (Internet Explorer 8/9)

The City of Albany ePlans Review system utilizes a pop-up window during log in. If you have any pop-up blockers installed, you will need to disable or bypass them in order to log into ePlans Review. If you have multiple pop-up blockers, you will need to go through each one and disable or bypass each one. Even if a toolbar is not being displayed, most of them will still block the pop-up. Some pop-up blockers will allow the user to open a pop-up window by holding down the Ctrl key while clicking the button. We do not recommend turning off all pop-up blockers. As a long-term solution, we recommend that you add **https://eplans.cityofalbany.net** to any pop-up blockers' exceptions lists.

Add Pop-up Blocker Exception
1. In **Internet Explorer**, go to **Tools**, **Pop-up Blocker**, **Pop-up Blocker Settings**.
2. In the **Address of Web site to allow box**, enter **https://eplans.cityofalbany.net**, then click **Add**, **Close**.

Disable Internet Explorer Pop-up Blocker
1. In **Internet Explorer**, go to **Tools**, **Pop-up Blocker**, **Turn Off Pop-up Blocker**.

What if I don't see any toolbars but am still told by ePlans Review that I have one?
1. To find out if you have toolbars that are not displayed, go to **View**, **Toolbars**.
2. If there is something listed that does not have a checkmark next to it, click to make it display.
3. Once displayed, you can access the settings for a specific toolbar to disable its pop-up blocker.
4. Repeat as necessary until all toolbars are displayed (you can hide them from display again once you are finished).

Other common pop-up blockers to look for that you might have:
AIM Toolbar, AOL Toolbar, Earthlink, Google Toolbar, MSN Toolbar, Popup Cop, Popup Manager, Viewpoint Toolbar, Zone Alarm.