# ePlans Troubleshooting Guide

provided by:
**City of Bend, Oregon**

## Don't want to Troubleshoot? "Fast Track" by going through this list instead: (scroll down for details on each item)

1. Turn Off UAC Mode (may require PC to restart)
2. Install (or re-install) ProjectDox Components
3. Add ePlans to Trusted Sites *and* Compatibility View lists
4. Turn off pop-up blocker or add an exception

## Regarding web browsers other than Internet Explorer:

The City of Bend recommends using Internet Explorer on a Windows PC in order to utilize our ePlans system. The City may provide limited support (including the publishing of this Guide) to external users of IE on a PC using Windows. Access via other browsers, such as Mozilla Firefox, Apple Safari, Google Chrome, or others is provided as a courtesy to those users who wish to utilize them. Such access methods are to be performed at the users' own risk, and support will not be provided for any browser except Internet Explorer.

Internet Explorer 9 and 10 have had minimal testing, but have all the basic functions (upload, download, view, print, and workflow steps) functional once ProjectDox Components have been installed. Internet Explorer 11 requires you to use Compatibility View mode.

## A quick note on Windows 8:

Internet Explorer can be run in two different "modes" in Windows 8: Desktop mode or in the new App mode that is optimized for touch devices. In order to use ePlans effectively, **you must run Internet Explorer in Desktop mode**, as the App mode disables the plugins necessary for ePlans' document viewer and workflow items to work.

## Common ePlans issues and solutions:

| Symptom: | Most Common Cause: | Solutions (scroll down for details on each): |
|---|---|---|
| Login button just "spins" indefinitely when trying to log in | Internet Explorer 11 | View the ePlans site in Compatibility Mode |
| Main ePlans window closes immediately after logging on | Pop-up blocker | Turn off pop-up blocker or add an exception |
| Error: "**There was a failure downloading the Integration Dll! Please check the IntegrationUrl BravaXParam**" | Components were installed while UAC was active (Windows 7 or Vista) | Turn off UAC mode, reboot PC, then Re-install ProjectDox Components |
| ePlans windows come up blank, or missing certain sections | 1. Security settings<br>2. ActiveX plugins not working | 1. Add ePlans to Trusted Sites list<br>2. Install (or re-install) ProjectDox Components |
| Unable to click on a Task or eForm | 1. Pop-up blocker<br>2. Security settings | 1. Turn off pop-up blocker or add an exception<br>2. Add ePlans to Trusted Sites list |
| Unable to upload files | ActiveX plugins not installed | Install (or re-install) ProjectDox Components |
| Clicking on a file opens a blank white screen | ActiveX plugins not installed | Install (or re-install) ProjectDox Components |
| Just installed or upgraded Internet Explorer, ePlans stopped working | Need to reinstall plugins | 1. Install (or re-install) ProjectDox Components, or<br>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.ci.bend.or.us/ ProjectDox/Resources/BravaClient/en/generic.bin to … " | Components were installed while UAC was active (Windows 7 or Vista) | Turn off UAC mode, reboot PC, then Re-install ProjectDox Components |
| Can't view any files using Internet Explorer in Windows 8 | Launching Internet Explorer from the "Start Page" disables plugins | Launch Internet Explorer from the Desktop, not the Start Page. |
| Only able to upload 1-5 files at a time in Internet Explorer | Silverlight not installed | Install Silverlight (Installation link is found within the Upload Files window) |
| **Similar to any above, but solutions listed don't help** | Components were installed while UAC was active (Windows 7 or Vista) | Turn off UAC mode, reboot PC, then Install (or re-install) ProjectDox Components |

## Solutions in detail:

**Install (or re-install) ProjectDox Components:** (If you're using Windows 7 or Vista, please follow the directions below to **Disable UAC** before proceeding) Log out of ePlans and get back to the [login screen](#)[1]. Click on the link in the lower-left section of the page that says "Install ProjectDox Components." Save the file to your Desktop for easy locating. You will need to have an Administrator login to run the installer, consult your IT staff if you are unsure. Open the Installer file and follow the prompts to install. If it says it's installed already, select Remove, then run it again reinstall. Once the components have been installed, you'll need to close all Internet Explorer windows, then log back into ePlans. ProjectDox Components are only necessary for Internet Explorer on Windows PCs.

**How to Disable UAC:** User Account Control, or UAC, is a feature in Windows Vista and 7 (Windows 8 UAC does not appear to be an issue) that makes you authorize every change that occurs within your PC, and blocks the ones you don't have access to authorize. It also causes some issues with things like installing ActiveX controls, which are used by ePlans. You'll need to disable UAC in order to properly install the ProjectDox Components (instructions above). You can then turn it back on if you prefer (recommended) by using the same steps. You will need to have an Administrator login to complete the procedure, consult your IT staff if you are unsure. Your PC will need to reboot during this process.

[Disabling UAC in Windows Vista](#)[2]                    [Disabling UAC in Windows 7](#)[3]

**Add ePlans to Trusted Sites list:** Your security settings in Internet Explorer may be set too high for ePlans to do its job. Rather than change your settings for all web pages, we suggest adding ePlans to your Trusted Sites as follows: Open a new window in Internet Explorer. Click the Tools menu, point to Internet Options, and then click on the security tab. Click on "Trusted sites" then click the "Sites" button. In the Address of Web site to allow box, type "https://*.ci.bend.or.us", and then click Add. Click OK, and then click on Default Level. Click OK again.

Sometimes the ePlans site may have been working and has recently stopped working. This is usually caused by a Windows Update that upgrades certain security settings without asking you. The instructions shown should help keep this from happening again in the future.

**Compatibility Mode:** Open a new window in Internet Explorer. Click the Tools menu (or the "gear" icon), select Compatibility View Settings. Under "Add this website:" type "bend.or.us" , then click Add, then click Close. This will allow the ePlans site to display properly.

**Windows 8 Desktop Mode:** When you're on the ePlans site, you can click the wrench icon in the tool bar, then click "View in the Desktop."  Alternately, you can select the "Desktop" tile from the Start screen, then open Internet Explorer from the desktop or taskbar.

**Pop-Up Blocker:** Internet Explorer: Open a new window in Internet Explorer. Click the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings. In the Address of Web site to allow box, type "https://*.ci.bend.or.us", and then click Add. Click Close.
For other pop-up blockers (example: Google or Yahoo toolbars), consult their documentation. Some common ones are shown in Appendix C.

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[1] https://eplans.ci.bend.or.us/ProjectDox
[2] http://windows.microsoft.com/en-US/windows-vista/Turn-User-Account-Control-on-or-off
[3] http://windows.microsoft.com/en-US/windows7/How-do-I-change-the-behavior-of-User-Account-Control-by-using-the-slider

## **Appendix A:** Why is Internet Explorer preferred?

Bend's ePlans system utilizes a plug-in system to allow or prevent access to files for given users during the application process. These plugins use ActiveX technology to interact between the browser and the end-user's PC. At the time the product was selected, the best (and really, only) technology to use for this was ActiveX. The main limitation of using ActiveX is that it only works with Internet Explorer, and only on a Windows operating system.

A recent release version of Avolve's ProjectDox system (aka City of Bend ePlans) allows limited access via a Flash-based file viewer from many more browsers and platforms, including such browsers as Mozilla Firefox, Google Chrome, Apple's Safari, etc. The City of Bend migrated to a cross-platform version in September 2012. A future release has been announced by the vendor to support HTML5 for its file viewer, which should bring additional functionality from mobile devices.

## **Appendix B:** About User Account Control (UAC)

Windows Vista introduced a new functionality called User Account Control (or UAC) which was designed to protect the main part of the Windows files from third-party software. Essentially, it does this by forcing a program to install just for one user, rather than for the entire PC, and makes the active user confirm that they are indeed trying to install something before it is allowed. Unfortunately, some programs, especially ones that try to interact directly with Windows, don't install properly with UAC enabled. Windows 7 made more options available for user notifications, but still did not fix the issue with installation.

Our software vendor, Avolve, recommends that UAC should be temporarily disabled during the installation of their plugins. This allows the parts that should be closely tied into Windows itself to be installed properly. They (and we) recommend turning it back on afterward, to increase the security of your Windows operating system.

In testing, it seems the UAC functionality has improved in Windows 8, and so far does not look like it needs to be disabled to allow installation.

## <u>Appendix C:</u> Pop-Up Blockers

The City of Bend ePlans system utilizes a pop-up window during log in. If you have pop-up blocker(s) installed you will need to disable or bypass them in order to log into ePlans. Individualized instructions for turning off several of the most common pop-up blockers in use are listed below. Bear in mind that 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 of the pop-up blockers will allow the user to open a pop-up window by holding down the Ctrl key while clicking the button. <u>We do not recommend</u> turning all pop-up blockers completely off. These directions are intended for troubleshooting pop-up blocker issues. As a long-term solution, we recommend that you add "*.ci.bend.or.us" to any pop-up blockers' Exceptions List.

### <u>Internet Explorer's Pop-up Blocker</u>
### To allow pop-ups for the City of Bend ePlans Website

From the Internet Explorer tool-bar, Select Tools menu, from the drop down menu, Select Internet Options then Select the Privacy tab (at the bottom of the Privacy window should be a Pop-up Blocker section), Select the Settings button.

Add this address to the "Address of Website to allow." https://*.ci.bend.or.us/

Select the Add button, then Select the Close button, then Select OK.

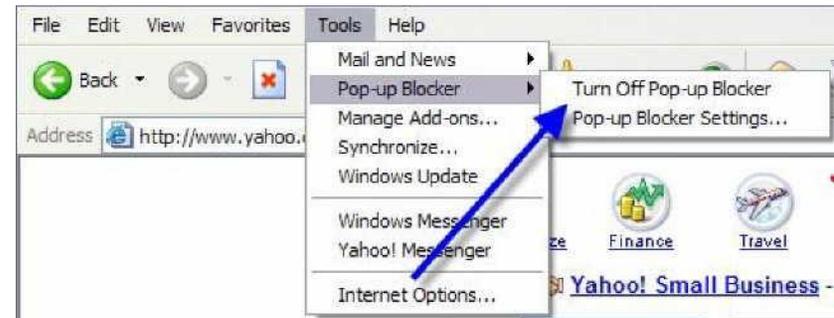### To disable blocker altogether (not recommended):

Open Internet Explorer.

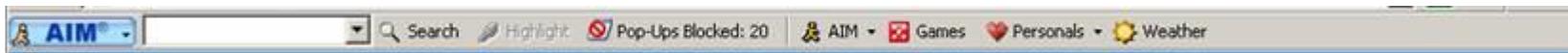On the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.

Choose the Turn Off Pop-up Blocker option.

For more information you can visit:
http://www.microsoft.com/windowsxp/using/web/sp2_pop-upblocker.mspx

### <u>AIM Toolbar</u>

AIM Toolbar is often inadvertently installed along with AOL Instant Messenger, an instant messaging software. This Toolbar provides search functionality and interacts with AOL Instant Messenger.

### To disable

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Click on the AIM button on the left end of the Toolbar. This will open the drop-down list.

Clicking on the Toolbar Options in the drop-down list will open the "AIM Toolbar Options"

Choose the pop-up Blocker Tab and uncheck the Block pop-up Windows box, then click the OK button.

**AOL Toolbar**



**To allow pop-ups from the City of Bend ePlans Website**

Click Settings on the AOL toolbar.

Click Pop-Ups in the Essentials tab.

In the Web Pop-Ups tab of the Pop-Up Control Settings window select Allow Web pop-ups from these sites.

Enter "https://*.ci.bend.or.us/". Click Add, then click Save.

For more information you can visit: http://help.aol.com/

**Earthlink**



**To allow pop-ups from the City of Bend ePlans Website**

Click the Protection button on the toolbar.

Click Pop-Up Blocker then Options.

Click Open Allow List

Right-click on the first blank line, then type the full address of the site (https://*.ci.bend.or.us/) and then press <Enter> on your keyboard.

Click OK to close the list, then click Apply, then OK to close the options window.

For more information you can visit: http://support.earthlink.net/tutorial/ta/protection/

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## Google Toolbar



**To allow pop-ups from the City of Bend ePlans Website**

Click Add to whitelist. OR

Or, click on the following button on the toolbar: 

For more information you can visit: http://toolbar.google.com/pop-up_help.html


## MSN Toolbar



**To allow pop-ups from the City of Bend ePlans Website**

To disable Pop-Up Blocking, Click on the Down arrow to the right of the "Pop-ups Blocked" icon to
bring up the Menu:

Click on Allow Pop-ups for this Site.

## Norton AntiSpam and Norton Internet Security

Norton Internet Security has changed the placement of these preferences in nearly every recent version, so a comprehensive guide is difficult.

Instead, for more information you can visit: https://www-secure.symantec.com/norton-support/jsp/product.jsp?product=home


## Popup Cop

Another popular Pop-Up Blocker, this software is also designed solely for preventing Pop-Ups. It installs a toolbar within the browser.

To disable Pop-Up Blocking, click on the arrow to the right of the badge and a menu will appear with a list of options.

Click on "Disable PopupCop". Once this is done, the user should be able to open the new window. If still unable to log in, you may have more Pop-Blockers to identify and disable.


## Popup Manager

Launch a new Internet Explorer browser window and navigate to https://*.ci.bend.or.us

Right-click with your mouse on the small color-coded area in the bottom left corner of your browser window. This bar of color will appear either red or green and is called a "widget".

In the resulting drop-down menu, select the option to Allow pop-ups from https://*.ci.bend.or.us

## Viewpoint Toolbar



Viewpoint Toolbar is often inadvertently installed along with the Viewpoint Player media software. This Toolbar provides search functionality and shows snapshots of search results' pages.

Clicking on the word Viewpoint on the right end of the Toolbar will open the drop-down list:

Clicking on the Options Menu in the drop-down list will open the "Viewpoint Toolbar Options". To disable Pop-up Blocking choose the Pop-ups tab and uncheck the Enable Pop-up Blocker box. Then click the OK button.

## Yahoo Toolbar
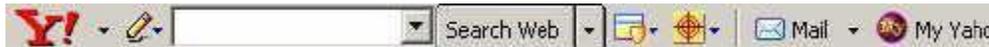


To disable Pop-Up Blocking, Click on the Down arrow to bring up the Menu:

Click "Always Allow Pop-Ups From…" then add "https://*.ci.bend.or.us/" to the list.
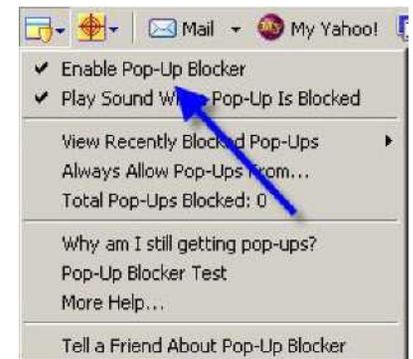
Once this is done, the user should be able to log into the system. If you are still unable to log in,
you may have more Pop-Blockers to identify and disable.

## Zone Alarm

**To disable the pop-up blocker in ZoneAlarm Pro:**

Open the Zone Alarm program by clicking your Start Button and accessing the Zone Alarm folder under Programs.

Click on Privacy, then turn off Cookie Control, Mobile Code and Pop Up control.



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This Guide is designed as a Quick Reference for troubleshooting common PC issues that could affect users of the City of Bend's ePlans system. It is not designed as a comprehensive set of directions, and assumes some basic computer knowledge on the part of the Participant.

**What if I can't see any toolbars, but I am still told by ePlans that I have one?**

To find out if you have toolbars that are not displayed, click View then highlight Toolbars. This should bring up a menu similar to the one shown:

If there is something listed that does not have a checkmark next to it, all you need to do to make it visible is click on it. Unfortunately, if you have multiple unlisted items clicking on it will also close the box so you will need to once again click View then highlight Toolbars to bring the toolbars menu up again. Repeat this step as often as necessary until all toolbars are visible. (you can turn them off later when you are finished ). Go through each one and turn off the pop-up blocker.