



ePlans Troubleshooting Guide

provided by:
City of Winter Springs, Florida

Most commonly encountered problems: (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 List
4. Turn of pop-up blocker or add exception

Regarding web browser other than Microsoft Internet Explorer:

The City of Winter Springs recommends using Internet Explorer 8 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 7 or 8 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 appear to have at least all the basic functions (upload, download, view, print, and workflow steps) functional once ProjectDox Components are installed.

Common ePlans issues and solutions

Symptom:	Most Common Cause:	Solutions (scroll down for details on each):
Main ePlans window closes immediately after logging on	Pop-up blocker	Turn off pop-up blocker or add an exception
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. Install (or re-install) ProjectDox Components
Unable to click on a Task or eForm	1. Pop-up blocker 2. Security settings	1. Turn off pop-up blocker or add an exception 2. Add ePlans to Trusted Sites list
Unable to upload files	ActiveX plug-ins not installed	Install (or re-install) ProjectDox Components
Clicking on a file opens a blank white screen	ActiveX plug-ins not installed	Install (or re-install) ProjectDox Components
Just installed Internet Explorer 8, ePlans stopped working	Need to reinstall plug-ins	Install (or re-install) ProjectDox Components
Just installed Internet Explorer 9, or have a new Windows 7 PC and ePlans will not load	ePlans sometimes has conflicts with Internet Explorer 9	1. "Downgrade" to IE 8, here's how ¹ , or 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.winterspringsfl.org/ProjectDox/Resources/BravaClient/en/generic.bin to -> C:\Users\Owner\IGC\x6_0\"	Components were installed while UAC was active (Windows 7 or Vista)	Turn off UAC mode, then Re-install ProjectDox Components
Cannot 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 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 do not help	Windows Vista / Windows 7 UAC	Turn off UAC mode, then Install (or re-install) ProjectDox Components

¹ <http://windows.microsoft.com/en-US/windows7/how-do-i-install-or-uninstall-internet-explorer-9>

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Solutions in detail:

Installing (or re-installing) ProjectDox Components: (If you are 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](#)². 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 is installed already, select Remove, then run it again to reinstall. Once the components have been installed, you will need to close all Internet Explorer windows, then log back into ePlans.

How to Disable UAC: User Account Control, or UAC, is a feature in Windows Vista and Windows 7 that makes you authorize every change that occurs within your PC, and blocks the ones you do not have access to authorize. It also causes some issues with things like installing ActiveX controls as used by ePlans. You will need to disable UAC to install the ProjectDox Components properly (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. Here are the links to

[Disabling UAC in Windows Vista](#)³

[Disabling UAC in Windows 7](#)⁴

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://eplans.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.

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://eplans.ci.bend.or.us", and then click Add. Click Close. For other pop-up blockers (example: Google or Yahoo toolbars), consult their documentation. Appendix C shows some common ones.

² <https://ePlans.WinterSpringsFL.org>

³ <http://windows.microsoft.com/en-US/windows-vista/Turn-User-Account-Control-on-or-off>

⁴ <http://windows.microsoft.com/en-US/windows7/How-do-I-change-the-behavior-of-User-Account-Control-by-using-the-slider>

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Appendix A: Why only Internet Explorer?

Winter Springs's ePlans system utilizes a plug-in system to allow or prevent access to files for given users during the application process. These plug-ins 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, however it continues to be the most robust interface supporting the greatest functional capabilities.

The most recent release version of Avolve's ProjectDox system (aka City of Winter Springs) allows limited access from many more browsers and platforms, including such browsers as Mozilla Firefox, Google Chrome, Apple's Safari, etc. The City of Winter Springs' installation is a cross-platform version that supports these various browsers.

Appendix B: About User Account Control (UAC)

Windows Vista introduced a new functionality called User Account Control (or UAC), 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 allowing it. Unfortunately, some programs, especially ones that try to interact directly with Windows, do not 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 temporarily disabling UAC during the installation of their plug-ins. This allows the parts closely tied into Windows itself to install properly. They (and we) recommend turning UAC back on afterward, to increase the security of your Windows operating system.

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Appendix C: Pop-Up Blockers

The City of Winter Springs ePlans system uses 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. Listed below are individualized instructions for turning off several of the most common pop-up blockers in use. 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 does not display, 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. We do not recommend turning all pop-up blockers completely off. The intent of these directions is for troubleshooting pop-up blocker issues. As a long-term solution, we recommend that you add "eplans.winterspringsfl.org" to any pop-up blocker's Exceptions List.

Internet Explorer's Pop-up Blocker

To allow pop-ups for the City of Winter Springs ePlans Website

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

Add this address to the "Address of Website to allow." <https://ePlans.WinterSpringsfl.org/>

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

To disable blocker altogether (not recommended):

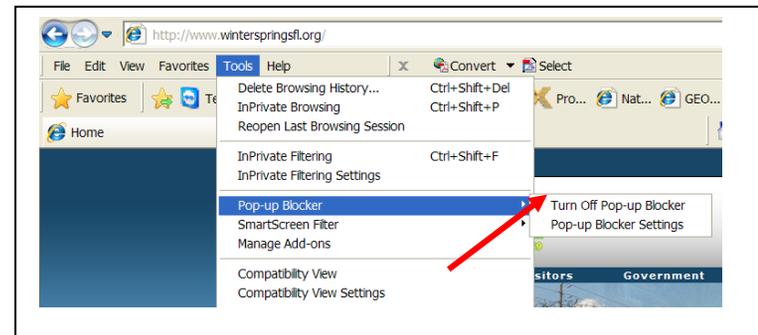
Open Internet Explorer.

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://support.microsoft.com/kb/843016>



AIM Toolbar



The AIM Toolbar often installs inadvertently along with 'AOL Instant Messenger' instant messaging software. This Toolbar provides search functions and interacts with AOL Instant Messenger.

To disable

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 Winter Springs 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://eplans.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 Winter Springs ePlans Website

Click the Pop-Up Blocker button on the toolbar.

Select **Pop-Up Blocker Options**.

Click **Edit Allowed Pop-Ups...**

Click the 'Add' button, then type the full address of the site (<https://eplans.winterspringsfl.org/>) 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/articles/vas/earthlink-toolbar-jan-2013-release.php>

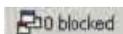
Google Toolbar



To allow pop-ups from the City of Winter Springs ePlans Website

Click Add to whitelist. OR

Or, click on the following button on the toolbar:



For more information you can visit: <http://support.google.com/toolbar/?hl=en>

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MSN Toolbar



To allow pop-ups from the City of Winter Springs 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, Popup Cop sole purpose is 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 Popup Cop.” Once 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://eplans.winterspringsfl.org>

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://eplans.winterspringsfl.org>

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Viewpoint Toolbar

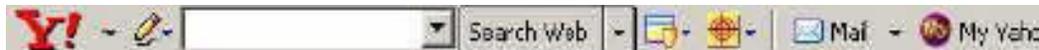


Viewpoint Toolbar often inadvertently installs along with the Viewpoint Player media software. This Toolbar provides search functionality and shows snapshots of search results' pages.

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

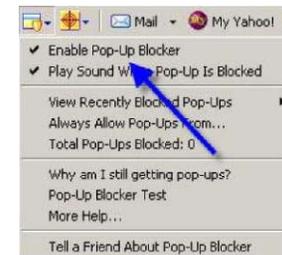
Yahoo Toolbar



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

Click "Always Allow Pop-Ups From..." then add <https://eplans.winterspringsfl.org> 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, and then turn off Cookie Control, Mobile Code and Pop Up control.

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

To find out if there are any toolbars not displayed, click View then highlight Toolbars. This brings 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.

