

Troubleshoot file not opening in ePlans

Sometimes users will encounter errors or issues as a result of incomplete installation of the client components. This is often caused by permissions issues. The instructions below have proved useful in resolving the security/permissions issues and getting a successful installation. (The account executing these steps will need administrative privileges on the computer).

Uninstall-reinstall ProjectDox components

If the operating system is Vista or Windows 7, the user will need to turn OFF UAC first. Additionally, if using IE 8, will need to turn off protected mode. (apparently turning of UAC in Windows 7 also disables protected mode for IE8)

Turning Off UAC in Windows Vista and Windows 7

The following link explains how to control UAC in Windows Vista and in Windows 7. You'll only need the first few directions and screen shots, the rest is blog.

<http://www.howtogeek.com/howto/windows-vista/disable-user-account-control-uac-the-easy-way-on-windows-vista/>

Turning off Protected mode in IE8

The next link explains turning off protected mode in IE8 (apparently turning off UAC in Windows 7 also disables protected mode for IE8)

<http://www.sevenforums.com/tutorials/63141-internet-explorer-protected-mode-turn-off.html>

Then follow these steps:

Remove ALL ProjectDox components on the client:

1. Check for presence of program, and remove if found, using either a. or b. depending on version of operating system your are using:
 - a. VISTA, Windows 7 - Using Control Panel (in classic view) -> Program Features, if ProjectDox Components is listed then REMOVE
 - b. XP – Using Control Panel -> Add/Remove Programs, if ProjectDox Components is listed then REMOVE
2. In Internet Explorer (Internet Options->Browser History->Settings->View Objects - remove anything Brava, ProjectDox, or Xupload).
3. After the above is completed, delete these directories and their contents: **IGC** (in Windows Vista or 7, do a search for the filename IGC to locate, then delete)
 - a. In XP Documents and Settings->User Account->**IGC**
 - b. In XP Program Files->Avolve->**Components**).

(Again, if Vista or Windows 7, UAC must be OFF for the following to work):

You can reinstall the ProjectDox components by clicking on the link on the login page

Once the components are installed, you can turn UAC back on.