

Common ePlans issues:

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 plugins 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 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 Internet Explorer 8, ePlans stopped working	Need to reinstall plugins	Install (or re-install) ProjectDox Components
Just installed Internet Explorer 9, or have a new Windows 7 PC and ePlans won't load.	ePlans not compatible with IE 9 yet	"Downgrade" to IE 8, here's how ¹
"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 -> 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
Similar to any above, but solutions listed don't 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>

This Guide is designed as a Quick Reference to the process of submitting plans through the City of Gresham'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. The City reserves the right to modify this process at any time, without prior notice.

Solutions:

Installing (or re-installing) 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](#)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'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.

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 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. 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. Some common ones are shown in Appendix C.

² <https://eplans.greshamoregon.gov>

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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