

KNOXPLANS for New Users

Welcome to KnoxPlans

The City of Knoxville recommends that KnoxPlans (aka "ProjectDox") run on PC operating systems up to and including Windows 7 32-bit (Windows XP, Windows Vista, and Windows 7 32-bit) and Internet Explorer 8 and higher.

Additionally, the software vendor also suggests that Windows 7 64-bit (Windows XP, Windows Vista, and Windows 7 64-bit) and Internet Explorer 9 and higher can be used on the client's PC with Knoxplans. When using Internet Explorer (IE, any version), the 32-bit version must be used.

Please note that in order for this application to work you must **first** complete the following steps when you login for the first time. Since you will be installing software, you must have rights on your pc to perform the installation.

A. Before Installing ProjectDox Client Components

In this section:

- *Pop-Up Blocker*
- *Configuring Pop-Up Blocker*
- *ProjectDox Client Components*
- *Turning Off UAC in Windows Vista and Windows 7*
- *Adding Knoxplans to Your Trusted Sites*
- *Turning off Protected Mode in IE 8*
- *Setting Compatibility View Settings for Versions IE 8 and higher*

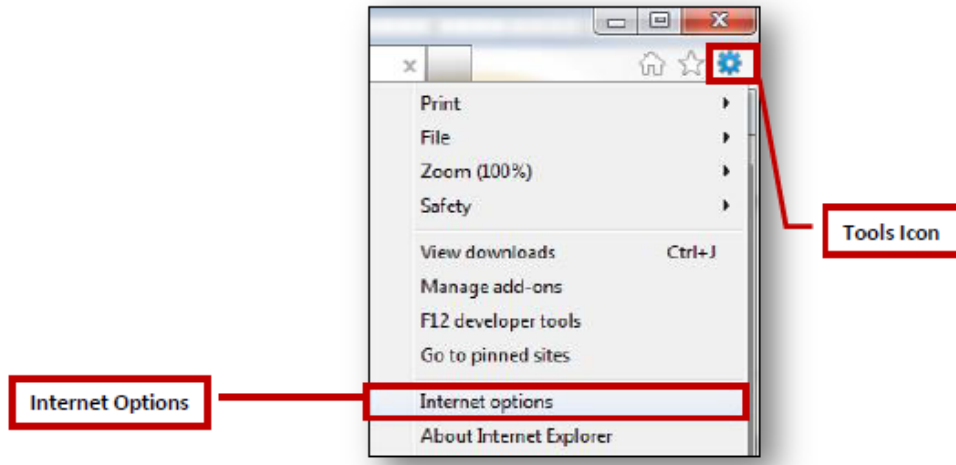
Pop-Up Blocker (IE)

ProjectDox uses pop-up windows (browser windows with no toolbars). If you log in, but no ProjectDox window appears, or a warning is received, you probably have a pop-up blocker that is preventing the main project window from opening. You need to allow ALL pop-ups for the ProjectDox site. You can do this in one of two ways:

1. Disable pop-up blockers entirely.
2. Configure blocker to allow pop-ups for specified sites.

Configure Pop-Up Blocker in Internet Explorer

1. Navigate to Internet Options for your version of Internet Explorer (IE). Instructions below are based on IE9.
 - a. Select the **Gears** icon (Tools) seen in blue.
 - b. Select **Internet Options**.



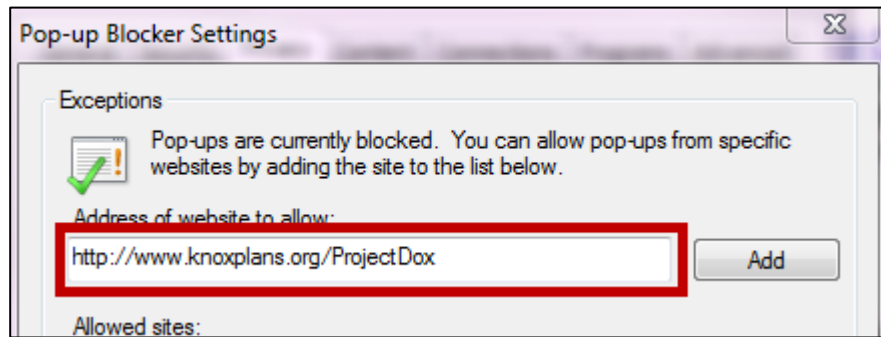
2. Click the **Privacy** Tab to set-up an exception for the ProjectDox site.



3. Click the **Settings** button.



4. In the Pop-Up Blocker Settings Window, enter the Knoxplans site URL.



5. Click the **Add** button.
6. Click to **Close** the Pop-up Blocker Settings window.
7. Click the **OK** button for the Internet Option window.

ProjectDox Client Components

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 in the next section (**B.**) proved useful in resolving the security/permissions issues and getting a successful installation.

① **Note** – The account executing these steps will need administrative privileges on the computer.

If the operating system is Vista or Windows 7, you will need to turn OFF User Account Controls (UAC) before installation. Additionally, if using Internet Explorer 8 (IE 8), you will need to turn off protected mode. (Apparently turning off UAC in Windows 7 also disables protected mode for IE8.)

Turning Off UAC in Windows Vista and Windows 7

Disabling of the UAC control should be discussed with your network administrator prior to making changes to your system if applicable. In all cases, after the installation is complete and each of the actions have been performed once (uploading files, viewing files, downloading files, and viewing help, as applicable) the UAC control can be returned to the former setting.

1. From the Control Panel, open **User Accounts**.



2. Click the "Turn User Account Control on or off" (Vista) or "Change User Account Control Settings" (Windows7) link.
3. Update the UAC by following the below:

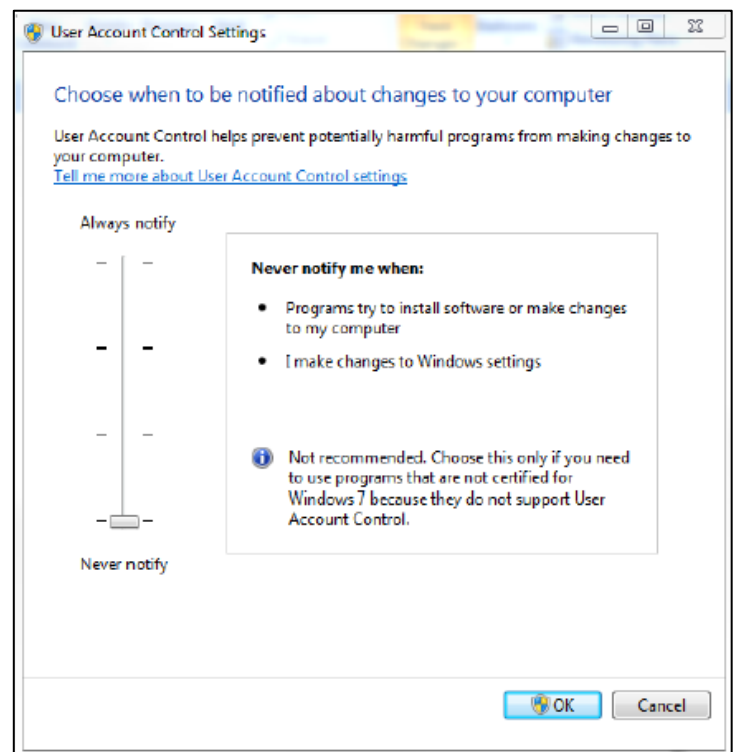
- **VISTA:** In the "Turn on User Account Control (UAC) to make your computer more secure" options screen, clear the checkbox for "Use User Account Control (UAC) to help protect your computer".
- **WINDOWS 7:** Click and drag the slide control to "**Never Notify**".

4. Click "**OK**" and restart the system.

Note: The system must be restarted for the UAC changes to take effect.

Note: The User's permissions level/rights will affect how the UAC works.

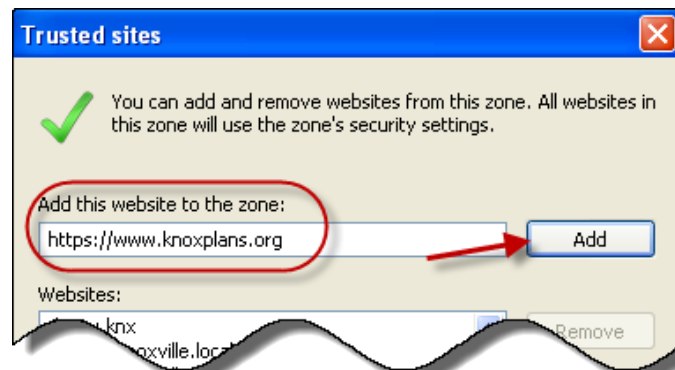
Note: After successful installation and one time usage of the ProjectDox Components, the system's **UAC** control can be returned to the former setting. A reboot will be required for the change to take effect.



Adding Knoxplans to Your Trusted Sites

ProjectDox loads ActiveX controls onto your pc so that you can view drawings and markups. Before the controls can be loaded, the Knoxplans Site (www.knoxplans.org) must be added to your list of Trusted Sites in your Internet Explorer security settings.

1. Select **Tools>Internet Options** from the menu and open the **Security Tab**.
2. At the top, select the **Trusted Sites** zone.
3. Click the **Sites** button.
4. Type <https://www.knoxplans.org> in the top field and then click **Add**.
5. Click **Close** when finished.
6. Click **OK** to exit the Internet Options window.



Turning off Protected Mode in IE 8

- If you turn off UAC (see top of previous page), then this will also disable protected mode for all users on the computer no matter if you have protected mode turned on or off in Internet Explorer below.
- You must have UAC set to the default level or higher to be able to turn on Protected Mode in Internet Explorer.

These instructions explain turning off protected mode in IE8 (apparently turning off UAC in Windows 7 also disables protected mode for IE8). ProjectDox uses iMarkup plug-ins. After successful installation and testing of the plug-ins, you can turn the Protected Mode in IE8 back on.

1. Open Internet Explorer.

NOTE: In Windows 8, this would only apply to the IE10 desktop version, and not the IE10 Metro (Windows UI) version.

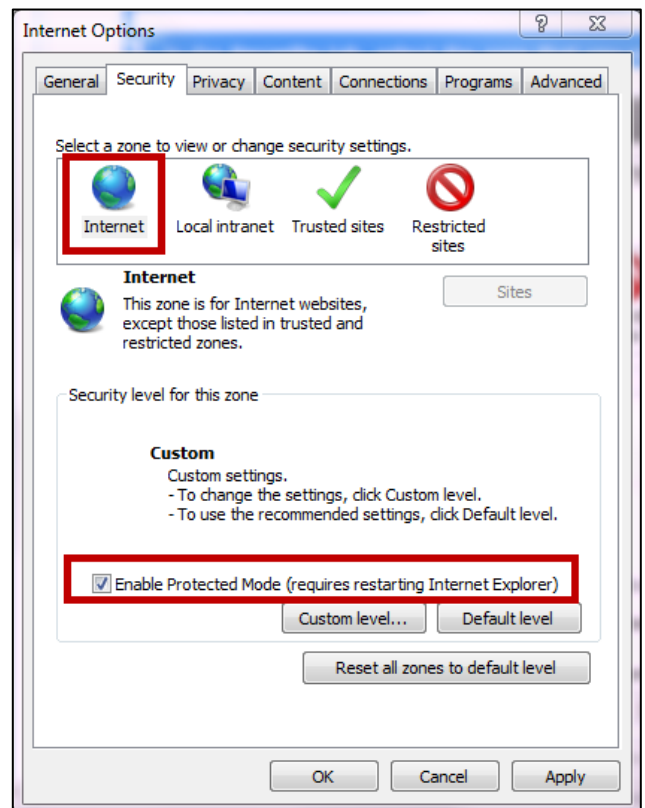
2. Select **Tools > Internet Options** from the menu bar.

3. Click on the **Security** Tab. On the Security tab, select the zone that you want to turn protected mode on or off in.

4. Check the **Enable Protected Mode** box, and click **Apply**.

5. Repeats steps 3 - 4 if you want to turn protected mode on or off for any other zone.

6. When done, click **OK**.

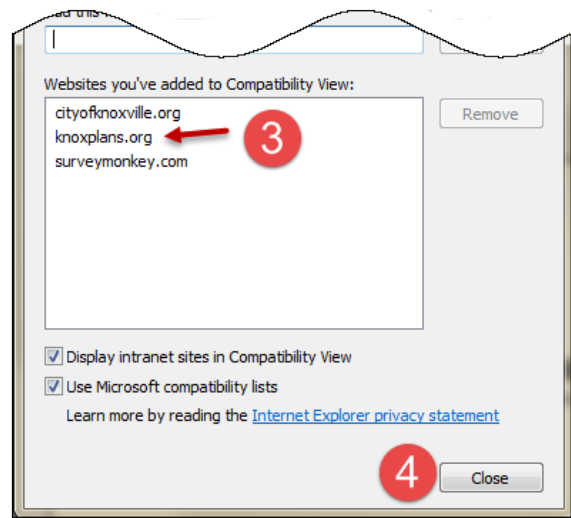
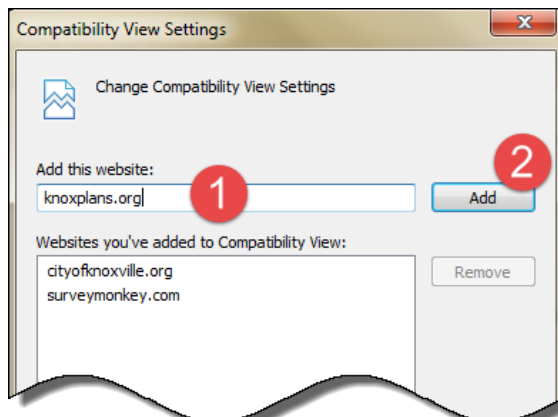
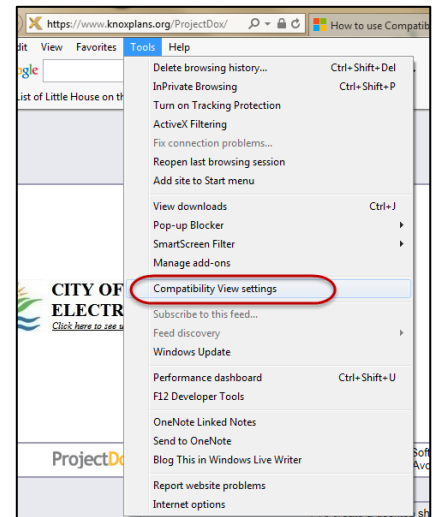


Setting Compatibility View Settings for Versions IE 8 and higher

The Knoxplans website might appear blank or might not display correctly in Windows Internet Explorer 8 and higher. One possible explanation: The site might have been designed for an earlier version of Internet Explorer.

These instructions describe how to use the Compatibility View Setting feature in Internet Explorer 8 and higher to view websites that were designed for an earlier version of Internet Explorer.

1. Close all open browser windows.
2. Open a new session of Internet Explorer.
3. Select **Tools > Compatibility View Settings** from the menu bar.
4. In the top field, enter www.knoxplans.org (Ref ❶).
5. Click **Add** button (Ref ❷).
6. The website will then be shown in the list of sites to be shown in *Compatibility View* (Ref ❸).
7. When finished, click **Close** (Ref ❹).



- ❶ **Please note** that if you upgrade your Internet Explorer browser while using Knoxplans and you experience problems, you may have to perform these instructions again to re-set your Compatibility View settings.

B. Installation of ProjectDox Client Components

In this section:

- Installation of ProjectDox Program
- Installation of Silverlight
- Installation of Viewer Component (IE)

Installation of ProjectDox

ProjectDox requires the installation of ActiveX controls to be able to perform certain actions: Uploading Files, Downloading Files, Viewing Files, and Viewing Help Information. There are two ways users can install the controls:

- A. The link to an MSI file for installing the ActiveX controls is available from the login screen.
- B. If permissions for the PC allow ActiveX download and installation, the user may elect to install the components for the four respective actions the first time each is performed.

1. Install ProjectDox components necessary for the application.

- a. In your Internet Explorer window, go to the following site: www.knoxplans.org.
- b. A login screen will open. Click on the **Install ProjectDox Components** link (❶, below) at the bottom left corner of the screen.
- c. The application will install the necessary components for the system to function correctly. This may take five minutes.

❶ **Note** – If missing any components while using ProjectDox, a prompt will be displayed asking to install the necessary software. If this happens, follow the screen instructions to install the necessary components. Remember; if you are running IE8, Protected Mode must be turned off for successful installation of these components.

❷ You may also want to create a Desktop shortcut to **www.knoxplans.org** (ref link at ❷) and add it to your favorites (ref link at ❸).



If using the MSI from the login page, the user can accept the defaults to run the MSI and install the controls. If not using the MSI, then after logging in to the site, the user will be prompted by the browser to install the ActiveX control (yellow bar at top of the screen or at the bottom of the screen depending on system version) when attempting to perform any of the above actions. If the user's network requires Administrative access to download ActiveX controls, the user will NOT be prompted nor will the MSI on the login screen install. The user will need to contact their network administrator to get access to download these controls.

Before installing the components, verify the items below. Instructions are provided in the following sections on how to add the site as Trusted, and how to temporarily disable UAC.

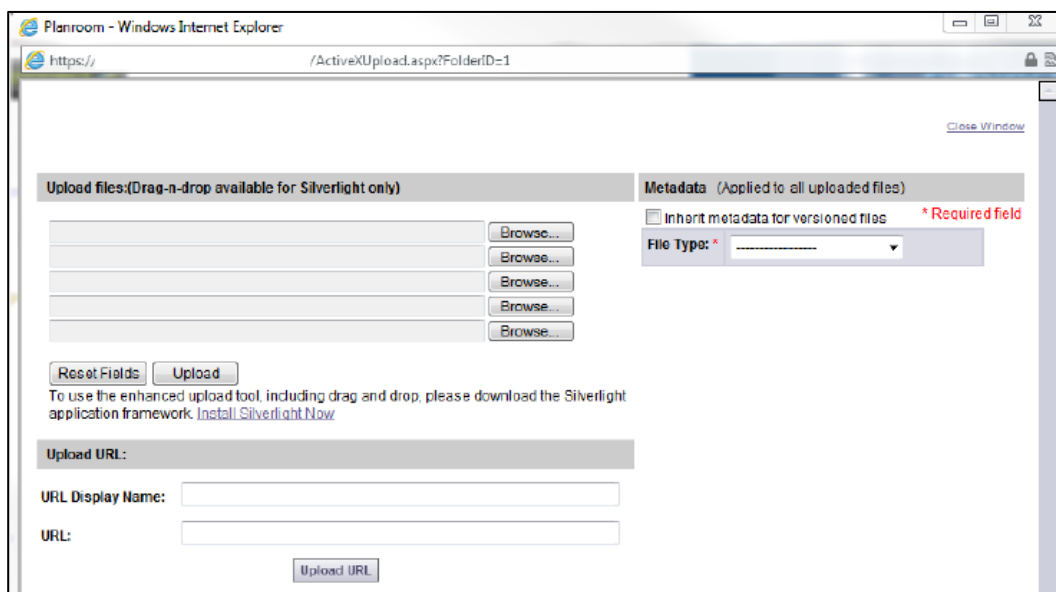
1. Add ProjectDox site as a Trusted Site.
2. Disable UAC (Vista and Windows7 users only).
3. Recommend Admin/Power User Rights to PC for proper installation.
4. Verify System Requirements for Silverlight Control.

Installation of Silverlight

① This is for *Batch* and *Drag –n-Drop* Upload Capabilities

ProjectDox provides a default upload component with no additional installation required. It is limited to five (5) file uploads selecting a single file for each row. An example of this default component is seen below and accessed when the **Upload Files** button is selected from a folder.

Batch upload capability, along with the “Drag-n-Drop” feature for uploading, is available with the installation of the Silverlight Control. The below instructions will walk the user through installation and list the system requirements.



The screenshot shows a web browser window titled "Planroom - Windows Internet Explorer" with the address bar showing "https:// /ActiveXUpload.aspx?FolderID=1". The page content includes:

- A section titled "Upload files:(Drag-n-drop available for Silverlight only)" with five empty input fields, each followed by a "Browse..." button.
- A "Metadata" section with the text "(Applied to all uploaded files)". It contains a checkbox labeled "Inherit metadata for versioned files" with a red asterisk and the text "* Required field". Below it is a "File Type:" dropdown menu.
- Buttons for "Reset Fields" and "Upload".
- A note: "To use the enhanced upload tool, including drag and drop, please download the Silverlight application framework. [Install Silverlight Now](#)".
- An "Upload URL:" section with a text input field.
- A "URL Display Name:" text input field.
- A "URL:" text input field.
- An "Upload URL" button.

8. Verify your system requirements.

- o Make sure you are running a Silverlight-compatible operating system and browser, and that you have uninstalled any previous version of Silverlight.

For Windows Internet Explorer users:

Browsers Supported:

Operating System	Internet 9	Internet 8	Internet 7	Internet 6	Firefox 3+	Safari 3+	Chrome 4+
Windows7			-	-		-	
Windows Vista				-		-	
Windows XP SP2, SP3	-					-	
Windows 2000 SP4 + KB 891861	-	-	-		-	-	-

For Macintosh users:

If you are installing Silverlight on a Macintosh system, the following requirements must be met:

- Silverlight versions after 1.0 run only on Intel processor based Macintosh (not PCC processor)
- Minimum Intel Core Due 1.83-gigahertz (GHz) or higher processor with 512-MB of RAM

Mac System requirements for Silverlight 5

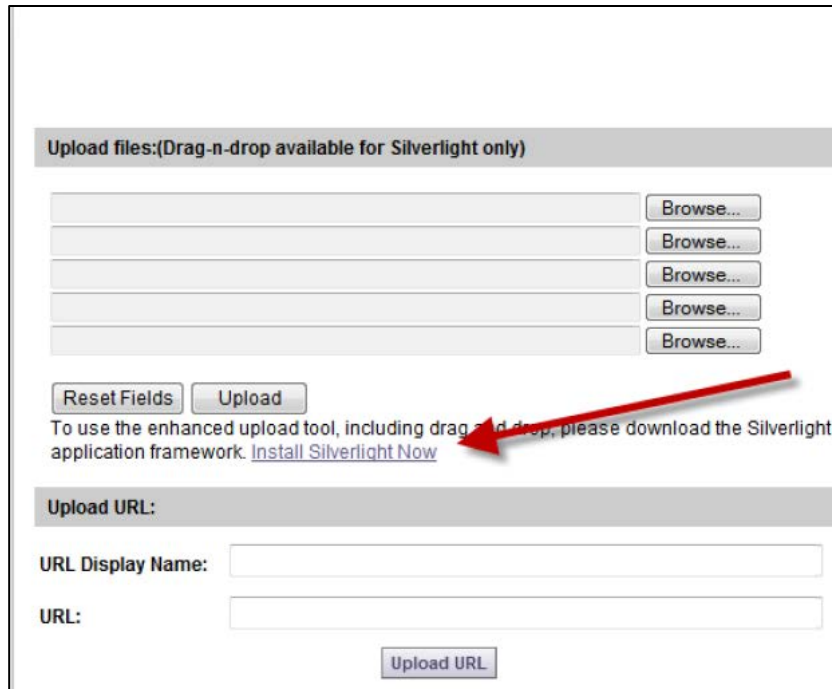
Silverlight Version	Operating System	Firefox 3+	Firefox 3.6+	Safari 3+	Safari 4+
Silverlight 5	Macintosh OS 10.5.7 + (Intel-based)	-		-	

Mac System requirements for Silverlight 4

Silverlight Version	Operating System	Firefox 3+	Firefox 3.6+	Safari 3+	Safari 4+
Silverlight 4	Macintosh OS 10.4.11+ (Intel-based)		-		-

9. Click the link “Install Silverlight Now” to download and install. Download also available at:

<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>



Upload files:(Drag-n-drop available for Silverlight only)

Browse...
Browse...
Browse...
Browse...
Browse...

Reset Fields Upload

To use the enhanced upload tool, including drag and drop, please download the Silverlight application framework. [Install Silverlight Now](#)

Upload URL:

URL Display Name:

URL:

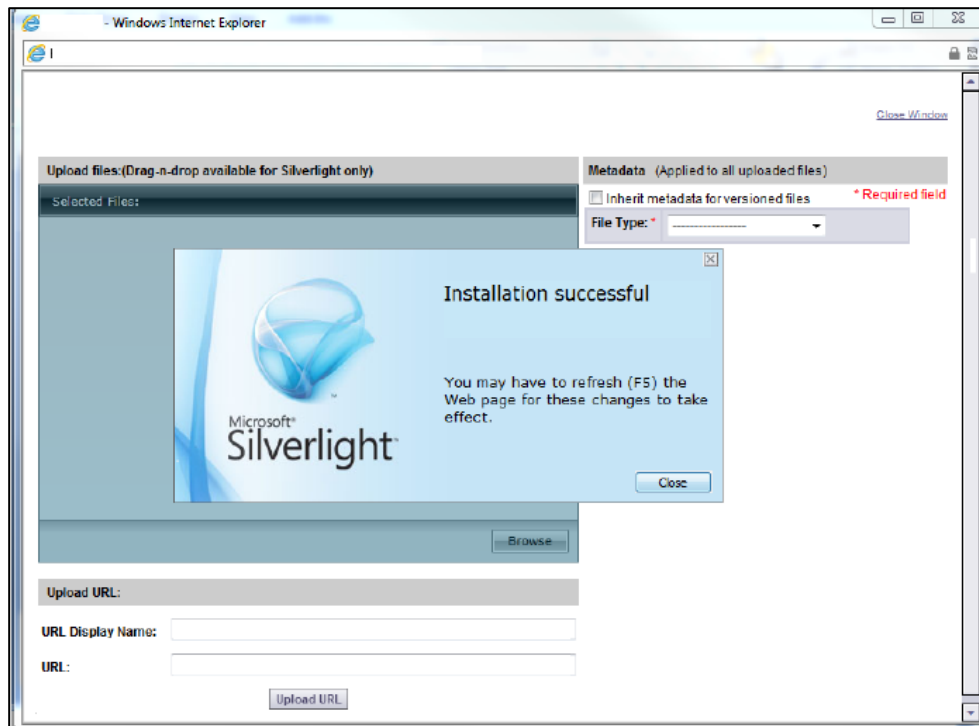
Upload URL

For Mozilla Firefox users:

- Save Silverlight.exe control to your hard disk.
 - Once the download is finished, click **Open**.
 - The installation starts.
10. If prompted, the user may click to **Save** the Silverlight.exe to their desktop, or click **Run** to install the component without saving and download to their system.
11. Click '**Install now**' after reviewing the license agreement and privacy statement.



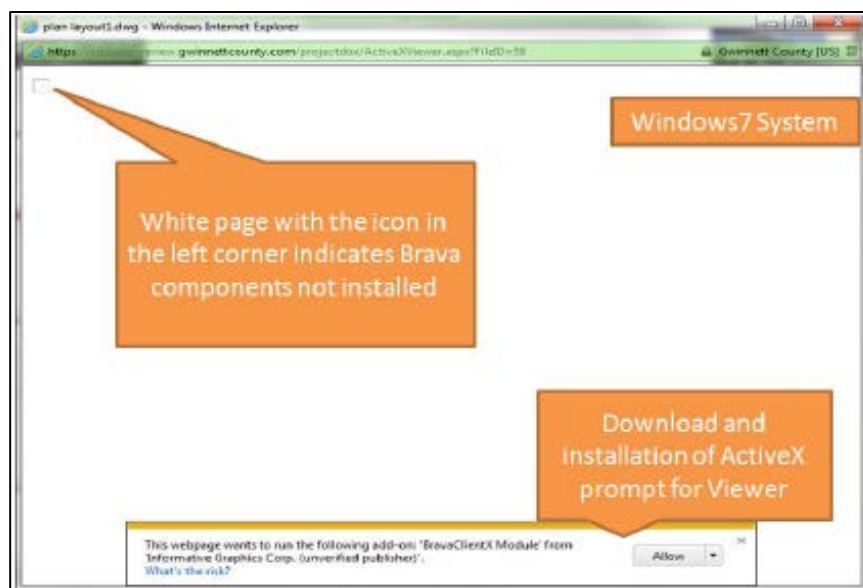
You can now use Silverlight.



Installation of Viewer Component (IE)

If not installing from the login page, and using the prompts when opening a file for the first time, the below screen will display with a white background instead of the selected file.

- Look for the ActiveX tool bar at the top or bottom (Depends on operating system) of the page.
- Click **Allow** to allow the installation of the *BravaClientX* Module.



- After successful **installation**, the file can be selected again to be viewed.

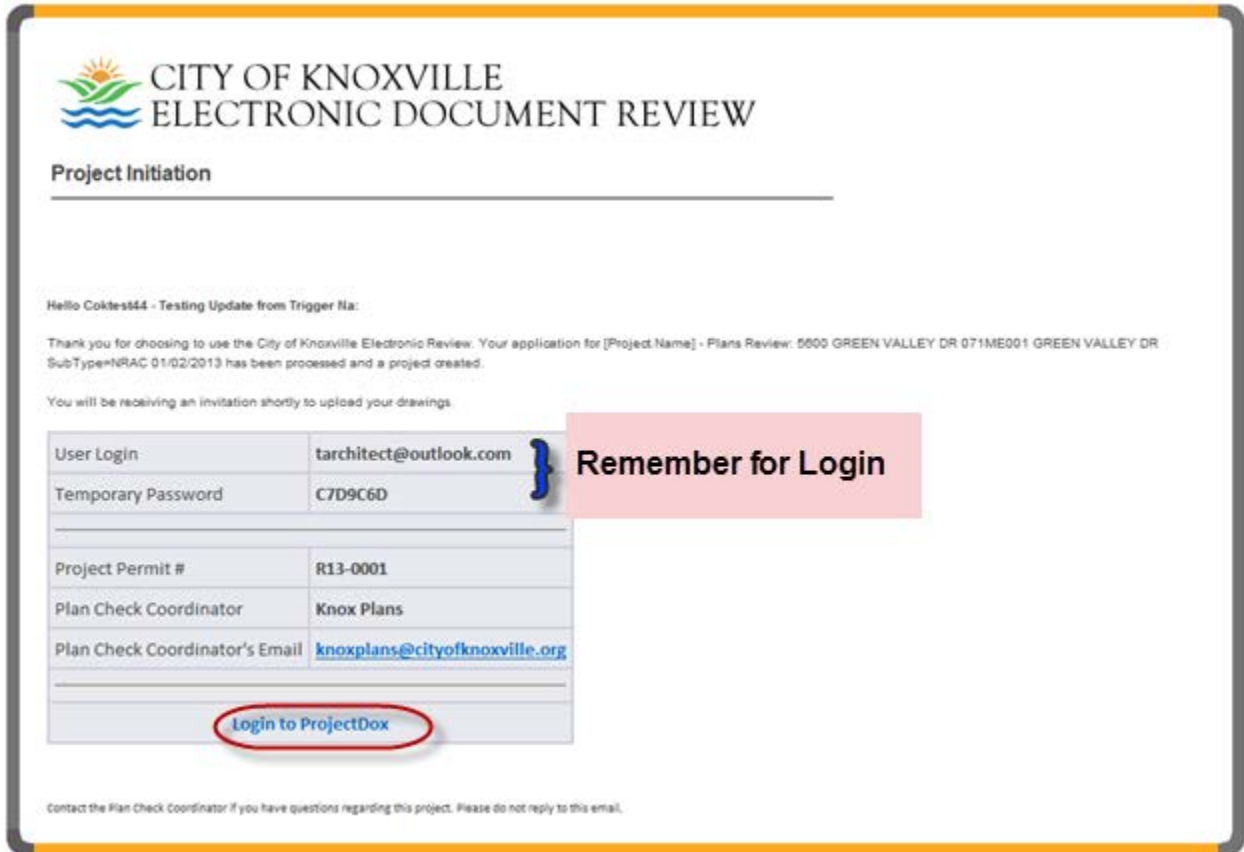


Once you have completed the above steps, you are ready to **login** to the system for the first time.

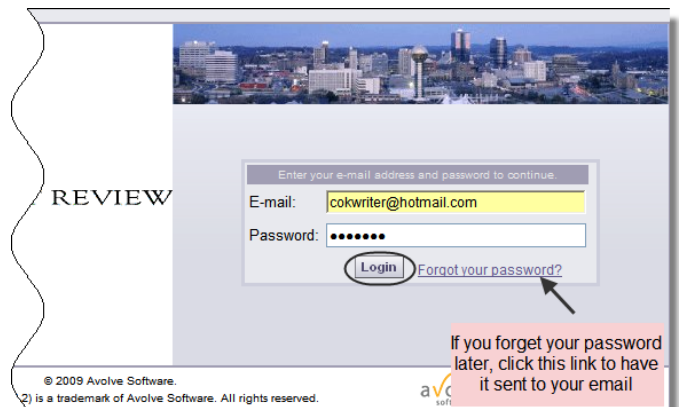
C. Login & Change Password

1. Click the **Login to ProjectDox** link at the bottom of the invitation email you received.

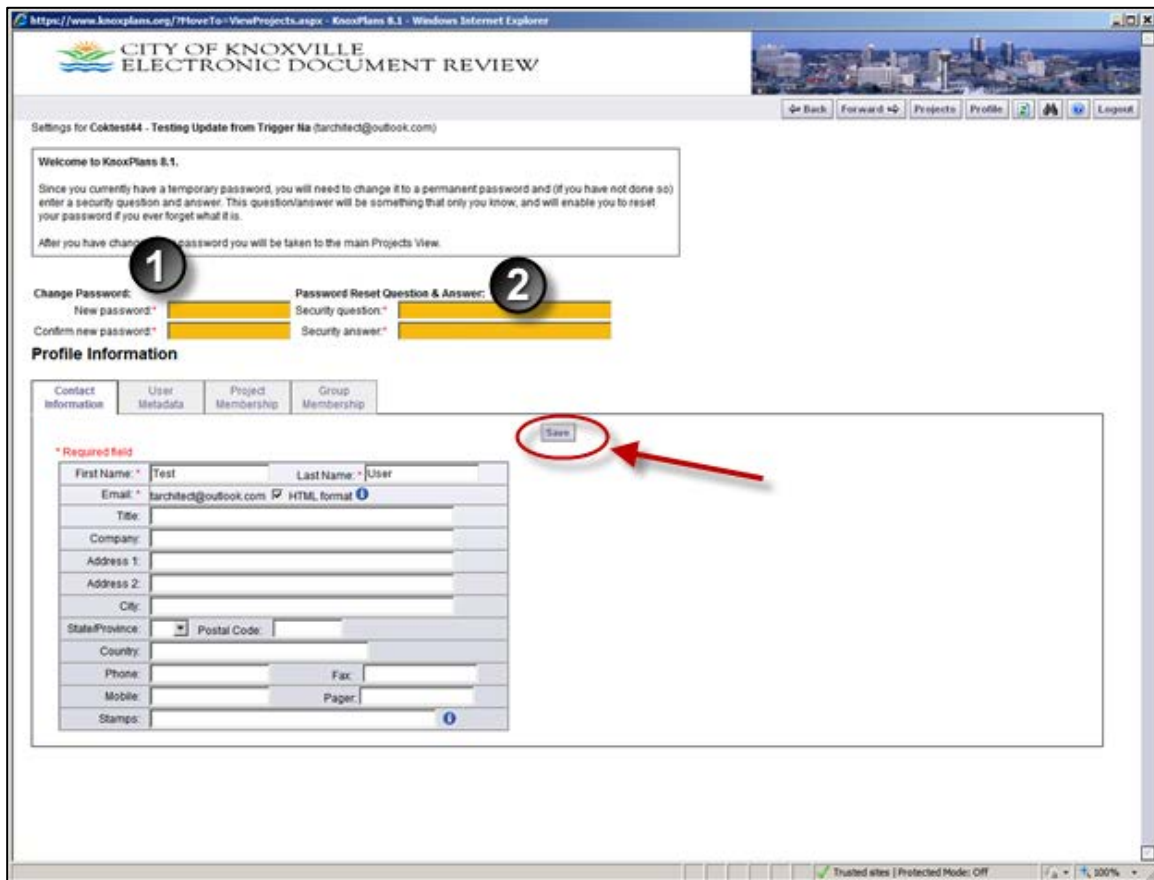
- ① This email has the user login and temporary password that you will need to login. Future emails will not contain a temporary password.



2. The login window will open. In the E-mail field, type the **User Login** information as listed in your invitation email.
3. In the Password field, type the **temporary password** as listed in the same email. You will be given an opportunity to change it.
4. Click **Login**.

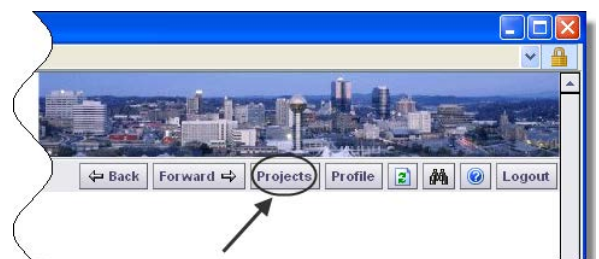


5. This will take you to the *User Profile* screen. (Required fields display with colored highlight.)
6. In the **Change Password** section, enter your new password in the first two fields (**Ref. ❶**, below).
7. In the **Password Reset Question & Answer** section, enter a security question and answer so that your password can be reset if necessary (**Ref. ❷**, below).
8. Enter remaining contact information as applicable on the screen.



9. You can access this screen again at any time by clicking the **Profile** button in the main ProjectDox button bar.
10. Click **Save** when you are finished.

❶ To go to the home page, click **Projects** button at the top right of the screen.



D. Testing ProjectDox Components

1. Locate your project and open a project drawing.
2. If there are any markups, open Markups on a project drawing to see if you can view them.

E. Troubleshooting – How to Uninstall ProjectDox Client Components

Perform a clean uninstall and reinstall of the client components by following these steps:

Remove ALL ProjectDox components on the client

1. Check for presence of the program, and remove if found, using either steps A. or B. depending on version of operating system you 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**).

Re-Install ProjectDox Client Components

1. Reinstall the ProjectDox components by clicking on the link on the login page..(Again, if Vista or Windows 7, UAC must be OFF for this to work.)
2. Once the components are installed, you can turn UAC back on.

NOTE: If you have any problems with software installation, send email to knoxplans@cityofknoxville.org for further instructions.