

KNOXPLANS for New Users

Version 9.2, March 2022

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Welcome to KnoxPlans, Version 9.2

KnoxPlans (aka “ProjectDox”) client tools have been certified to execute on PC operating systems up to and including Windows 7 32-bit (Windows 7, 8 & 10) and Internet Explorer 11.

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

Recommended Client Hardware and O/S Specifications

Uniform specifications on end-user hardware, software capabilities and configuration will have a big impact on the end-user experience. We recommend deploying (at most) two types of end-user hardware with standard configurations.

Client Specifications	
Operating System	Windows 10, Windows 8, Windows 7* (64-bit OS), Mac OS 10, iPad, Windows Tablet
Processor	4 Cores, Processors 2.0 GHz or faster
Memory	8 GB RAM or more
Browser Cache	In Internet Explorer, this is 50MB by default and in most browsers, it can be increased to 250MB or up to 1GB. For Internet Explorer the recommended cache is 1GB.
Graphics Card	Single Monitor Support - Dedicated Graphics Card with Minimum 1GB Memory, Dual Monitor Support - Dedicated Graphics Card with Minimum 2GB Memory
Recommended Web Browsers	Internet Explorer 11 (32-bit only), Edge, latest releases of Chrome, Safari, and Firefox.
Display	22” or larger with at least 1920 x 1080 screen resolution, screen resolutions under 2.5K are supported for Internet Explorer
* Windows 7 is not officially supported. Users with Windows 7 64-bit OS will require Windows Update KB2999226: Update for Universal C Runtime prior to installing the ProjectDox components. https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows	

Browser Requirements

The Matrix below displays the requirements needed for each browser to interact properly with the ProjectDox application.

① **Note** – Extra steps are required if you use Internet Explorer as shown in the chart below. If you use Chrome, Safari, Edge, or Firefox, these extra steps are not required.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

Pop-Up Blockers (Applies to All Browsers)

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 (recommended).

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
① Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

In the following sections, you will find information that will assist in setting up the allowance of pop-ups for several browsers. If after going through the steps you still have difficulty with the ProjectDox application, verify your system has no other pop-up blockers installed.

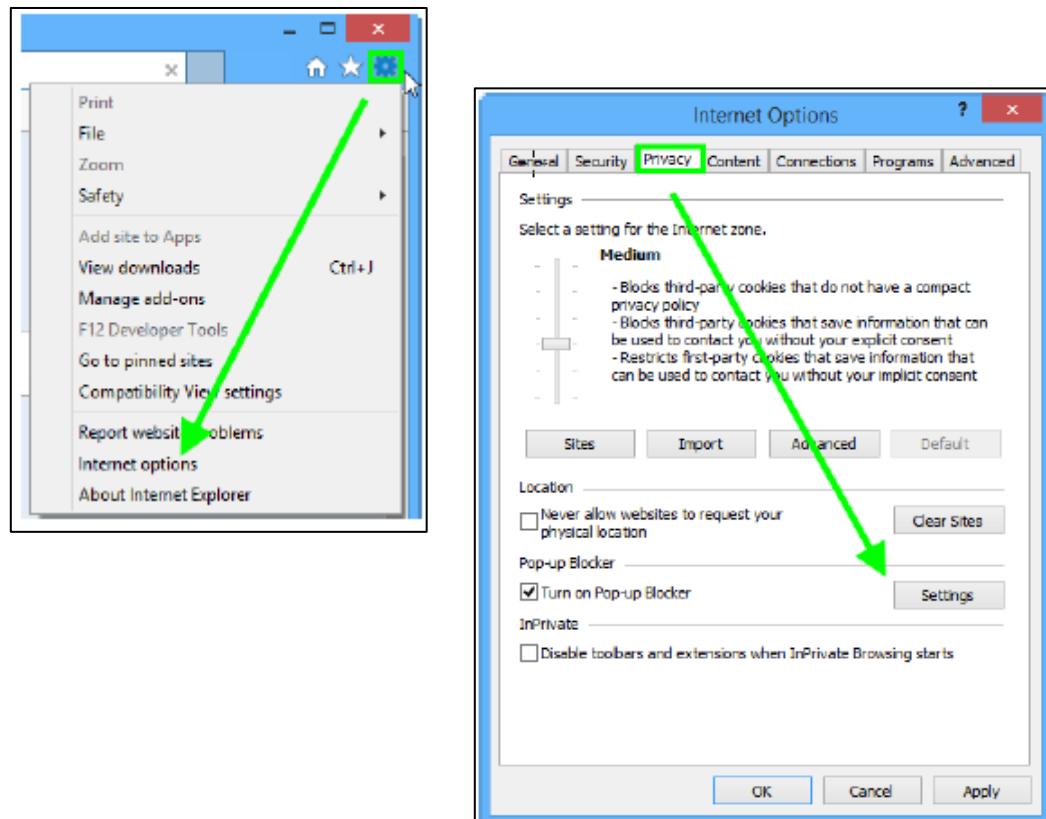
- Google Search bar is installed, it contains its own pop-up blocker that will need to be disabled.
- Antivirus software can cause similar behavior, review the enforced rules
- Check system anti-virus logs to see if that software may be blocking the site from displaying. If the anti-virus is blocking the installation, add the necessary exceptions.

Internet Explorer 11

Configure Pop-Up Blocker

Navigate to Internet Options for your version of Internet Explorer (IE). Instructions below are based on IE11.

1. Select the **Tools** icon in the top right corner.
2. Choose **Internet Options** from the dropdown.
3. Select the **Privacy** tab and, in the Pop-up Blocker section, click the **Settings** button.



4. Type the ProjectDox URL in the field within the Exceptions area, then click **Add**.
5. Close the window, then click **OK** in the Internet Options window.

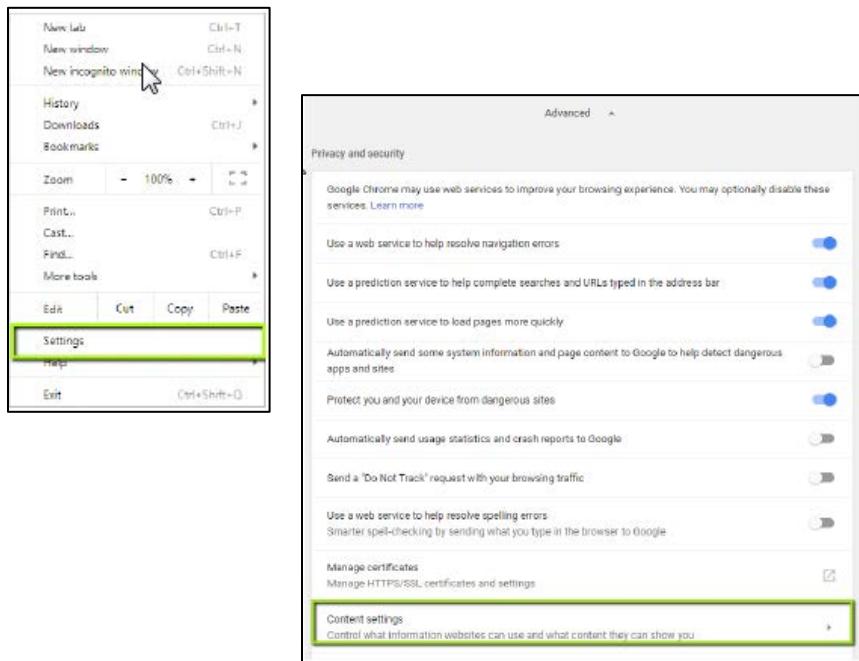


Configure Pop-Up Blocker in Google Chrome

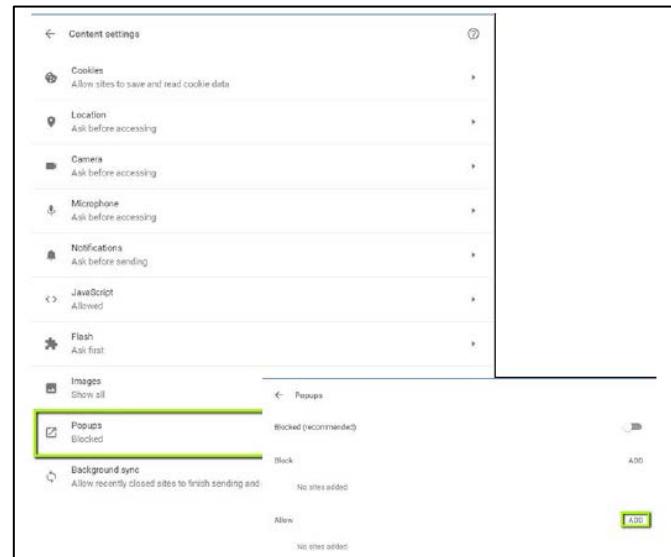
It is recommended that users use the 32-bit version of Chrome; it is known to work better with reports in ProjectDox.

- ① To verify what version of Chrome you are using (32 bit or 64 bit), click on Chrome's menu icon  and select **About Google Chrome**. If it is 64 bits, it will say so in parentheses after the version number.

1. In the top-right corner of Chrome, click the **Chrome** menu icon .
2. Select **Settings**.
3. Click **Advanced**, found at the bottom of the page.
4. Under *Privacy and security*, expand the **Content settings** field.

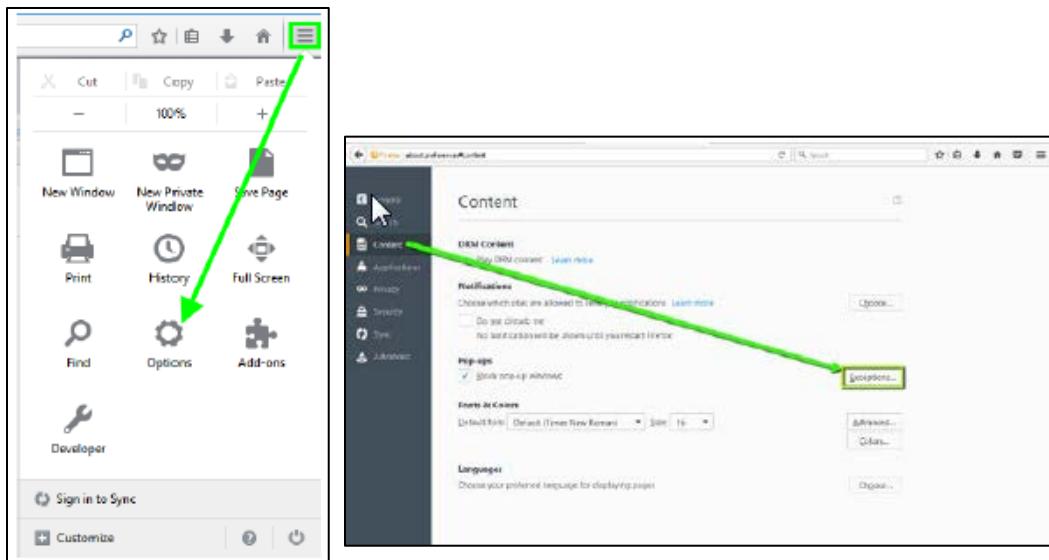


5. Click **Popups**, click the **Add** button under the **Allow** field.
6. Enter the ProjectDox URL, then click the **Add button**. Close out of **Settings** when finished.

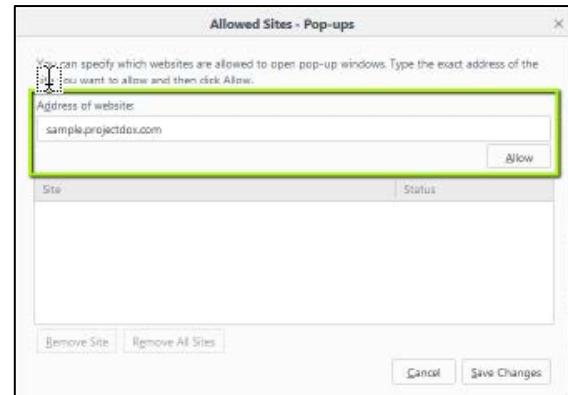


Configure Pop-Up Blocker in Firefox

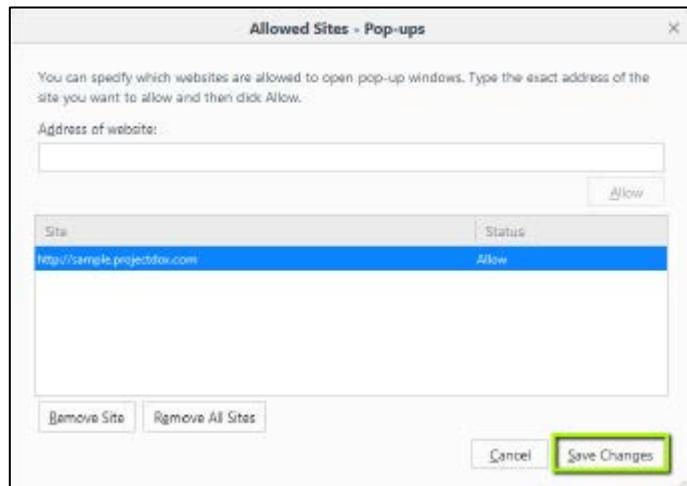
1. Click the menu button and select **Options**.
2. Click the **Content** menu, and select the **Exceptions** button next to the **Pop-ups** field.



3. Enter the ProjectDox URL in the available field, then click **Allow**.



4. Click the **Save Changes** button.



Configure Pop-Up Blocker in Safari

1. Select **Safari->Preferences**, then click **Security**.



2. In the Web Content and Internet plug-ins sections, deselect the **Block pop-up windows** checkbox.



3. Close the window.

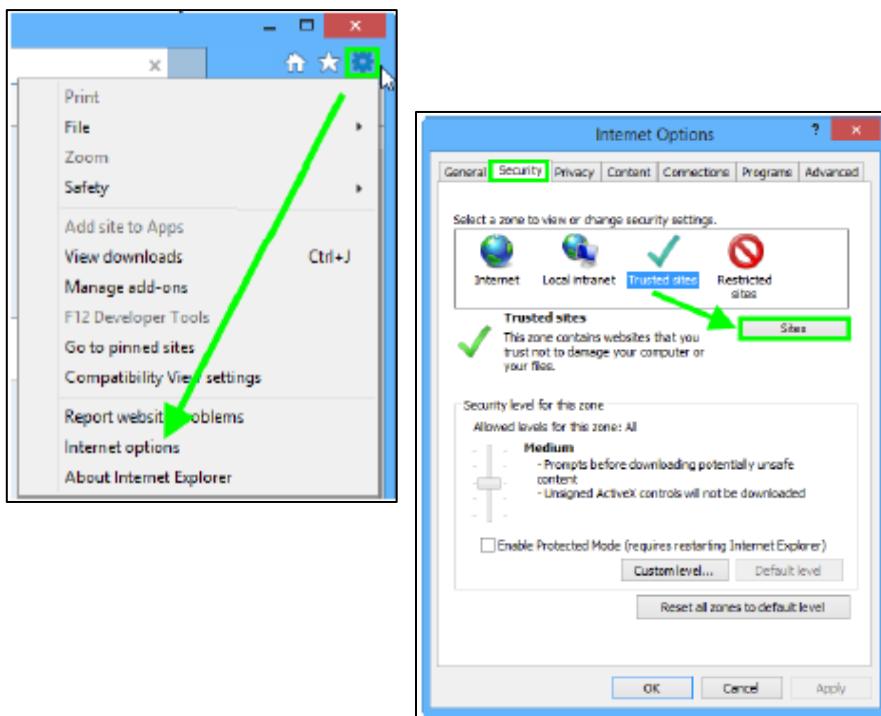
Internet Explorer Requirements Only

Adding KnoxPlans to Your Trusted Sites (Internet Explorer only)

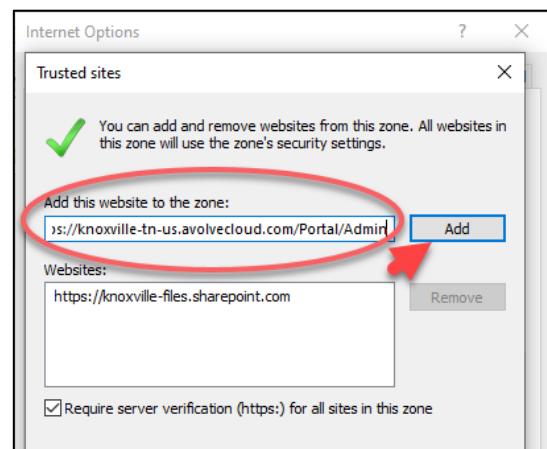
ProjectDox loads ActiveX controls onto your pc so that you can view drawings and markups. Before the controls can be loaded, the KnoxPlans Site must be added to your list of Trusted Sites in your Internet Explorer security settings.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
② Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

1. Select the **Tools** icon in the top right corner of the browser.
2. Choose **Internet Options** from the dropdown.
3. In the **Security** tab, click **Trusted sites** to highlight, then click the **Sites** button.



4. Type <https://knoxville-tn-us.avolvecloud.com/Portal/Admin> in the top field and then click **Add**.
5. Click **Close** when finished.
6. Click **OK** to exit the Internet Options window.



Remove Compatibility Mode

ProjectDox sites no longer need to run in Compatibility Mode when using Internet Explorer browsers. To ensure that the ProjectDox site you are accessing is not running in Compatibility Mode, open up Internet Explorer browser. Select from the Tools Menu, Compatibility View Settings, look for the ProjectDox site address in the list of sites in the section that says "Websites you've added to Compatibility View:". If you find the ProjectDox site in the list, select it and then click on the "Remove" button. Click "Close" after you have removed the site from the list.

Clear Browser Cache

Users are encouraged to clear the Temporary Cache folders for their browsers as there are many changes made recently to ProjectDox. If users do not clear their browser cache folders, they may not be seeing all of the recent updates made to the ProjectDox application. Please see your browser's Help files for instructions on clearing the Temporary Cache folder.

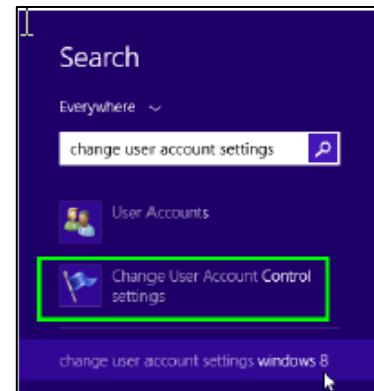
Disabling the UAC (Internet Explorer only)

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.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
③ <u>Added to Trusted Site</u>	X				
③ Disabling the UAC	X				
Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

Windows 8 & 10:

1. Select the **Windows** key on your keyboard
2. When the menu appears, start typing "Change User Account Settings." It will initiate a search.
3. Select the following from the search results.

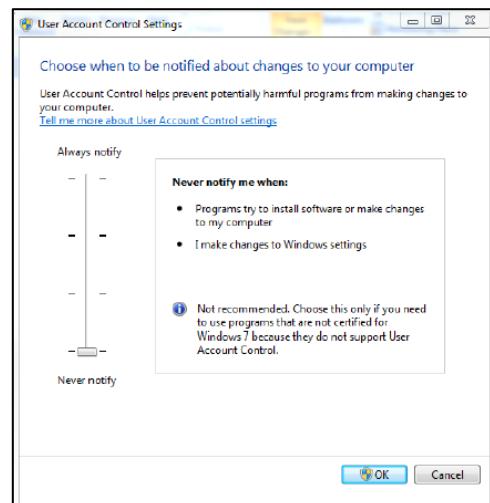


4. Click and drag the slide control to **Never Notify**.
5. Click **OK** and restart your system. This must be done for the UAC changes to take effect.

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.



ProjectDox Client Components (Internet Explorer only)

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.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
4 Install of ProjectDox Components (one-time only)	X				
Enabling the UAC	X				

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

A. Installation of ProjectDox Program (Internet Explorer only)

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 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.

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 view help information, or uploading, downloading or viewing files.

1. Install ProjectDox components necessary for the application.
 - a. In your Internet Explorer window, go to the following site: <https://knoxville-tn-us.avolvecloud.com/Portal/Admin>.
 - b. A login screen will open. Click on the **Install ProjectDox Components** link (shown 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.

Note – 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 view help information, or uploading, downloading or viewing files.

CITY OF KNOXVILLE

Welcome to the Portal

March 2, 2022

E-mail:

Password:

[Login](#)

[Forgot password?](#)

[Install ProjectDox Components](#)

You need an account to access your projects. Contact the Jurisdiction if you don't have an account login.

Welcome to the City of Knoxville Login Page!

This new, innovative system will enable you to participate in the electronic plan review process for our city. For more information on electronic plan review and submittals, please [Click Here](#).

TERMS AND CONDITIONS OF USE

Your access to and use of City of Knoxville's ePlan is subject to the following terms and conditions, as well as all applicable laws. Your access to City of Knoxville's ePlan is in consideration for your agreement to these Terms and Conditions of Use, whether or not you are a registered user. By using the "Login" button below, you accept, without limitation or qualification, these Terms and Conditions of Use. Throughout these Terms and Conditions, the words "you", "your", and "user", means you and the employees, consultants, contractors, and other parties who access City of Knoxville's ePlan using your password.

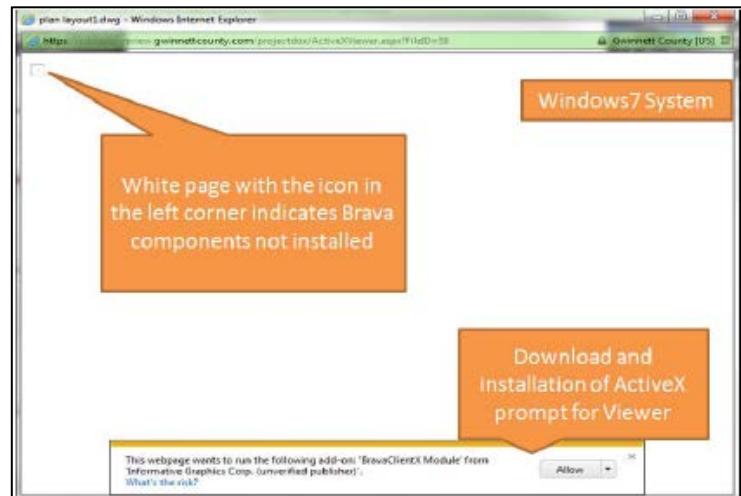
USE OF SITE

You agree to use the City of Knoxville's ePlan Site solely to provide information relating to your application and permit. As an authorized User, you are responsible for the accuracy, quality and legality of any data submitted to the Site and the means by which you acquired the data. In using this Site, you are consenting to the City of Knoxville's ePlan Site's Terms and Conditions of Use.

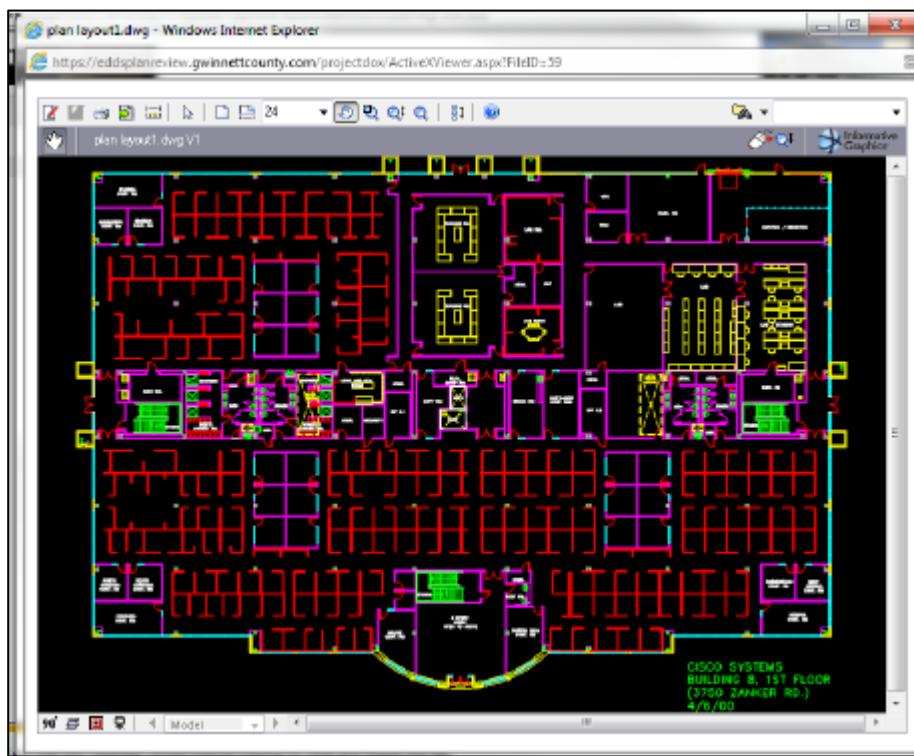
B. Installation of Viewer Component (Internet Explorer only)

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 *Prevalent* Module.



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



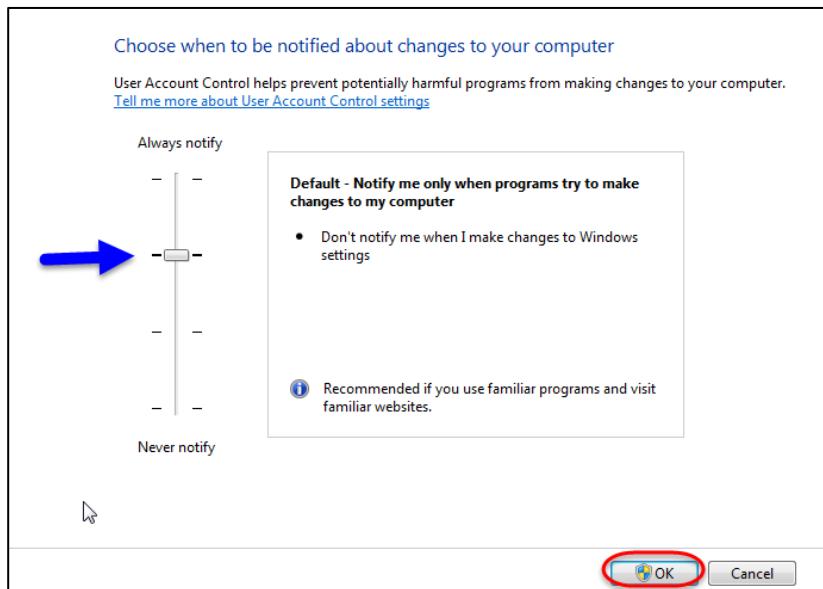
Enabling the UAC (Internet Explorer Only)

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. A reboot will be required for the change to take effect.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
Configure Pop-up blocker	X	X	X	X	X
Added to Trusted Site	X				
Disabling the UAC	X				
Install of ProjectDox 6 Components (one-time only)	X				
Enabling the UAC	X				

Windows 8 & 10:

1. Select the **Windows** key on your keyboard
2. When the menu appears, start typing “Change User Account Settings.” It will initiate a search.
3. Select the following from the search results: **Change User Account Control Settings**.
4. Click and drag the slide control to the Default setting.
5. Click **OK** and restart your system. This must be done for the UAC changes to take effect.

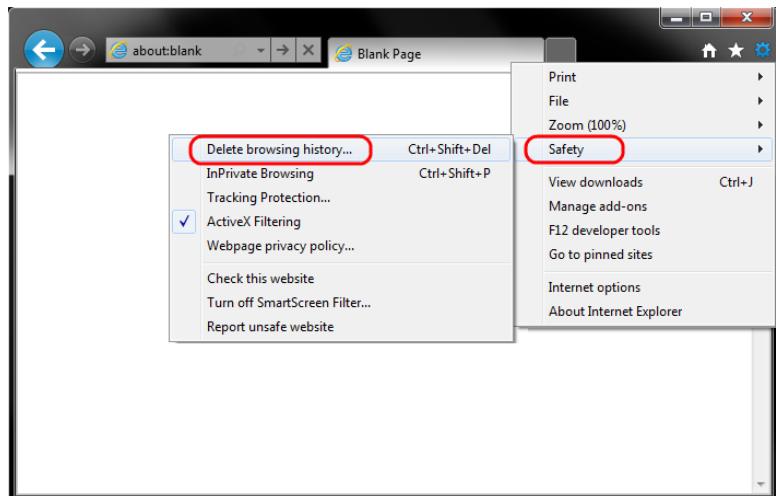


Internet Explorer Additional Recommended Steps

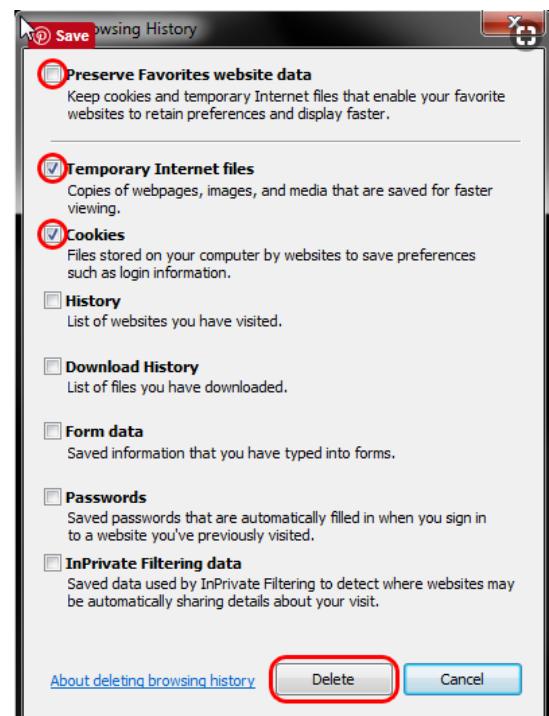
Internet Explorer 11 Only - Clear Temporary Files

After installing the necessary components, you will need to clear the temporary files from the browser history.

1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history...**



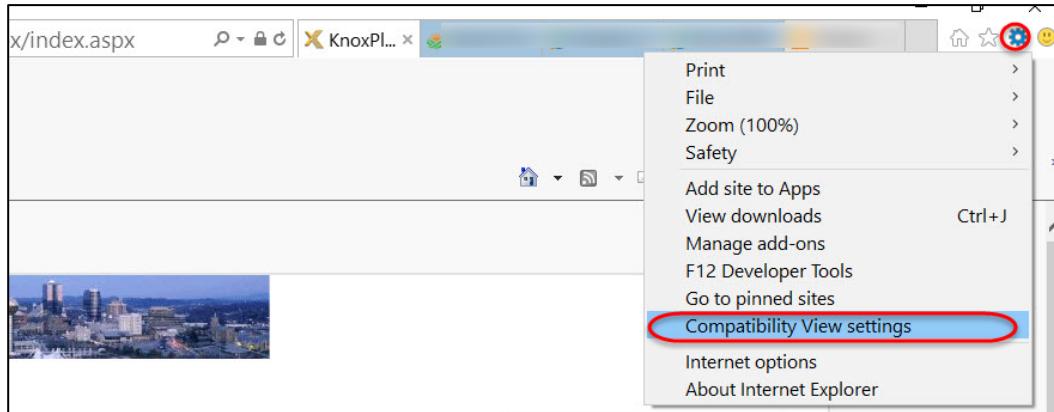
2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



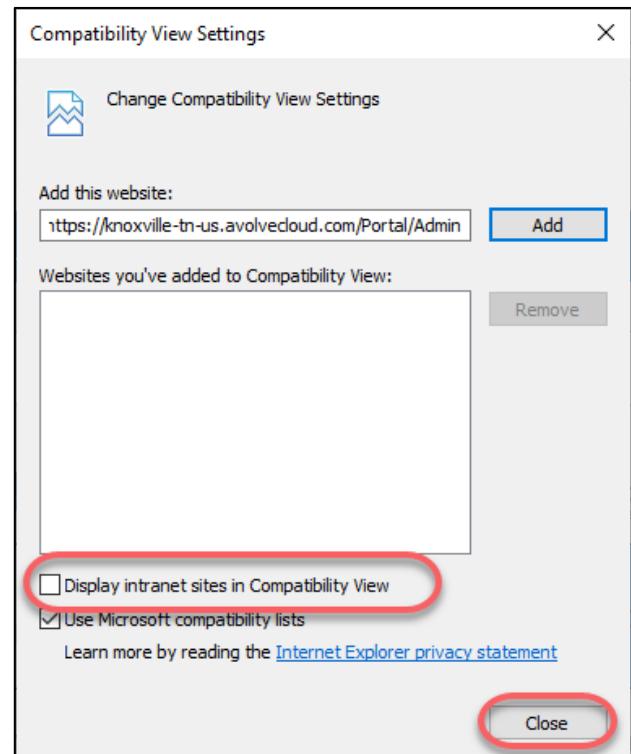
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Internet Explorer 11 Only – Remove from Compatibility View Settings

1. Open Internet Explorer (IE 11).
2. Press the **Alt** key on your keyboard, this will make a menu bar appear
3. Click on the **Tools** menu tab
4. Select the **Compatibility View settings** option



5. In IE 11, the "Display all websites in Compatibility View" option is not available
6. Uncheck the "Display intranet sites in Compatibility View" option.
7. Click **Close**.

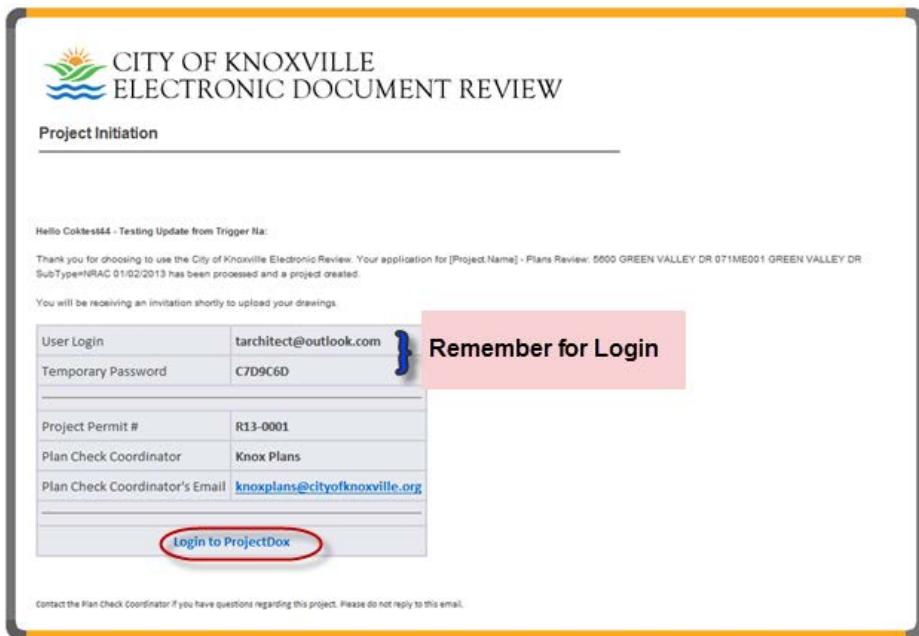


Once you have completed these steps, you are ready to **login** to the system for the first time.

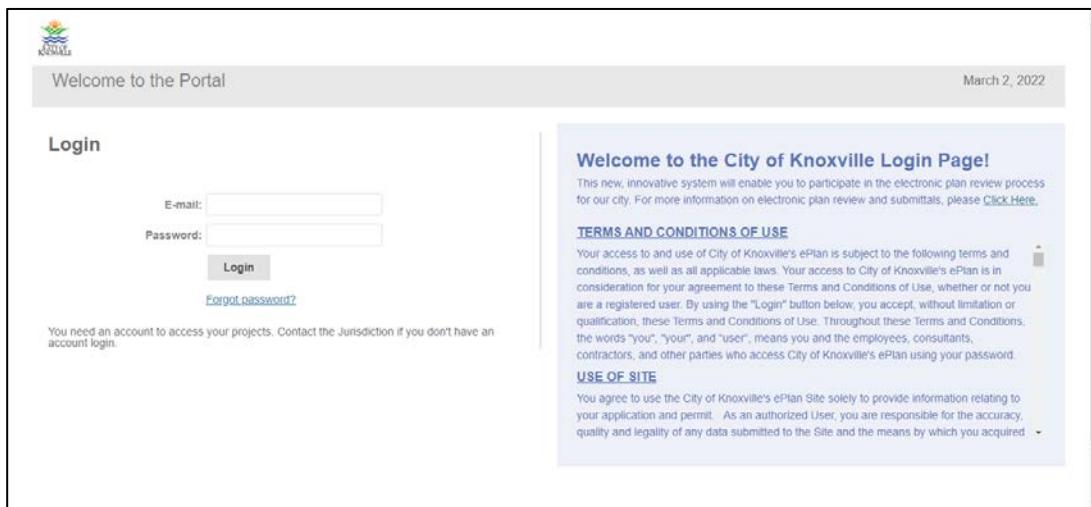
Login & Change Password

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

i 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. To change your password, click the person icon at the top right corner. Enter your password information and click Save.

The screenshot shows the 'Profile Information' section of the City of Knoxville Electronic Document Review system. At the top, there's a navigation bar with links for Home, Project (with a search icon), Create Project, All Tasks, All Reports, and a user icon (highlighted with a red circle). Below the navigation is a 'Change Password' form with fields for Current password, New password, and Confirm new password. A red arrow points to the 'New password' field. Underneath is a 'Contact Information' tab, which is selected, showing various personal and professional details like First Name, Last Name, Email, Title, Company, Address, Country, State/Province, City, Phone, and Mobile. Each field has a red asterisk indicating it's required. A 'Save' button is located at the bottom of the contact info form.

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.

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@knoxvilletn.gov for further instructions.