


## ProjectDox Client Components

The recommended browser is Internet Explorer 8 or 9 **32 bit**. 64 bit browsers are not supported at this time.

From the Start Button go to All Programs and choose  Internet Explorer, not Internet Explorer (64 bit).

The functionality of *other* browsers using ProjectDox is limited at this time. There is a Beta Release for **Windows 8** on Page 3 of this document.

Sometimes users 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).

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. Turning off UAC in Windows 7 also disables protected mode for IE8.

### Turning Off UAC in Windows Vista and Windows 7

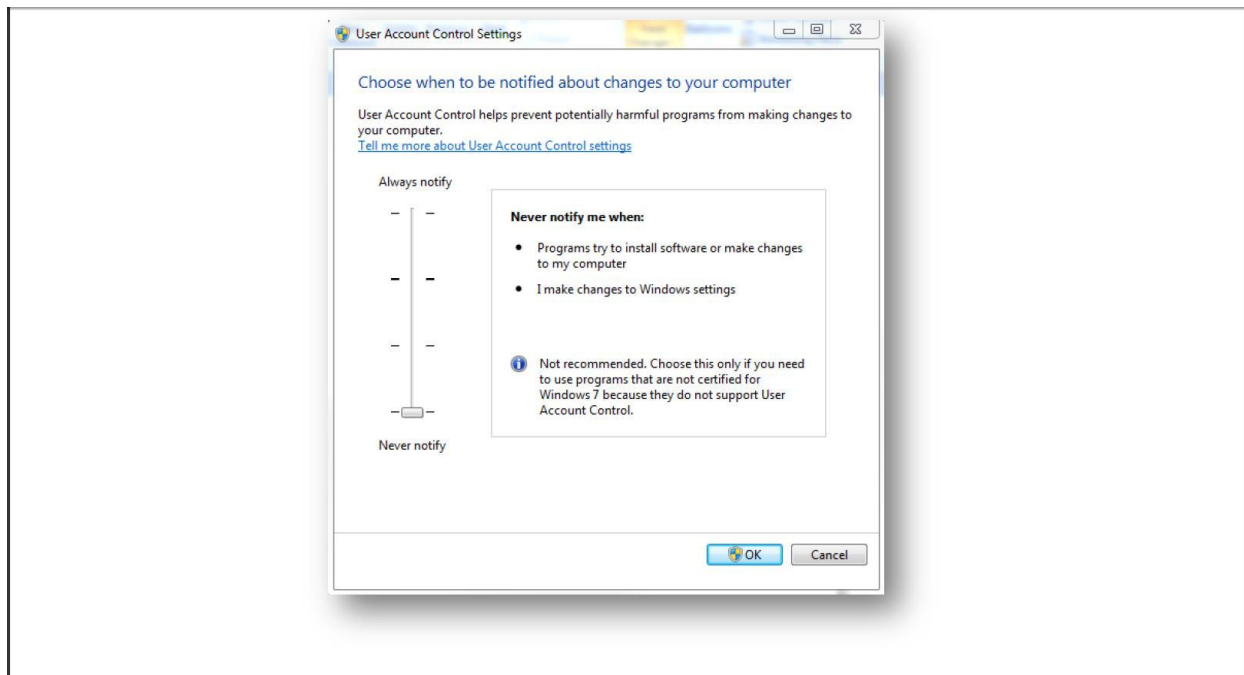
The following link explains how to control UAC in Windows Vista and in Windows 7. You'll only need the first few directions and screen shots, the rest is blog. **NOTE: After making the change in UAC, you must reboot the PC for it to take effect.**

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

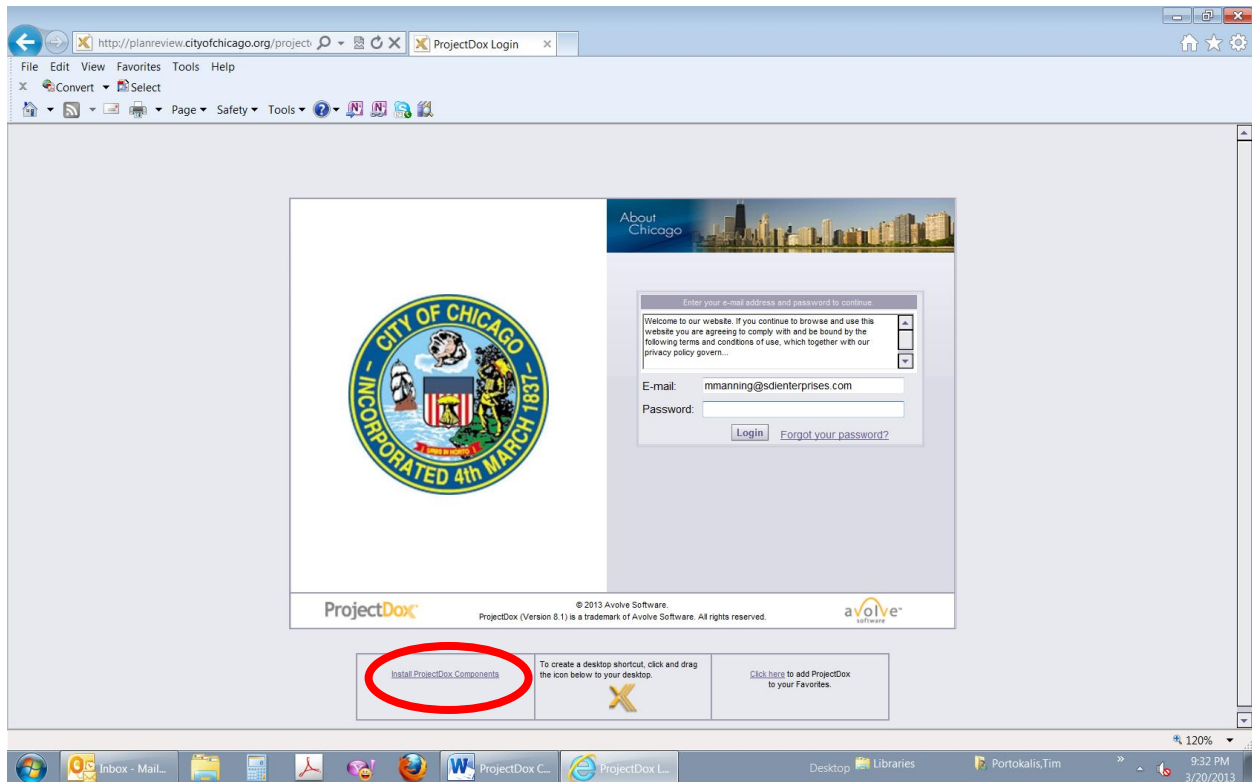
### Turning off Protected mode in IE8

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>



## Installing ProjectDox Client Components



After ensuring the above steps are completed, install the client ProjectDox components from the link on the login page. You can test for successful installation by downloading and or viewing files in ProjectDox. Once the components are successfully installed, you can turn UAC back on.

### **If the above steps do not resolve the issue -**

You'll need to do 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 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.

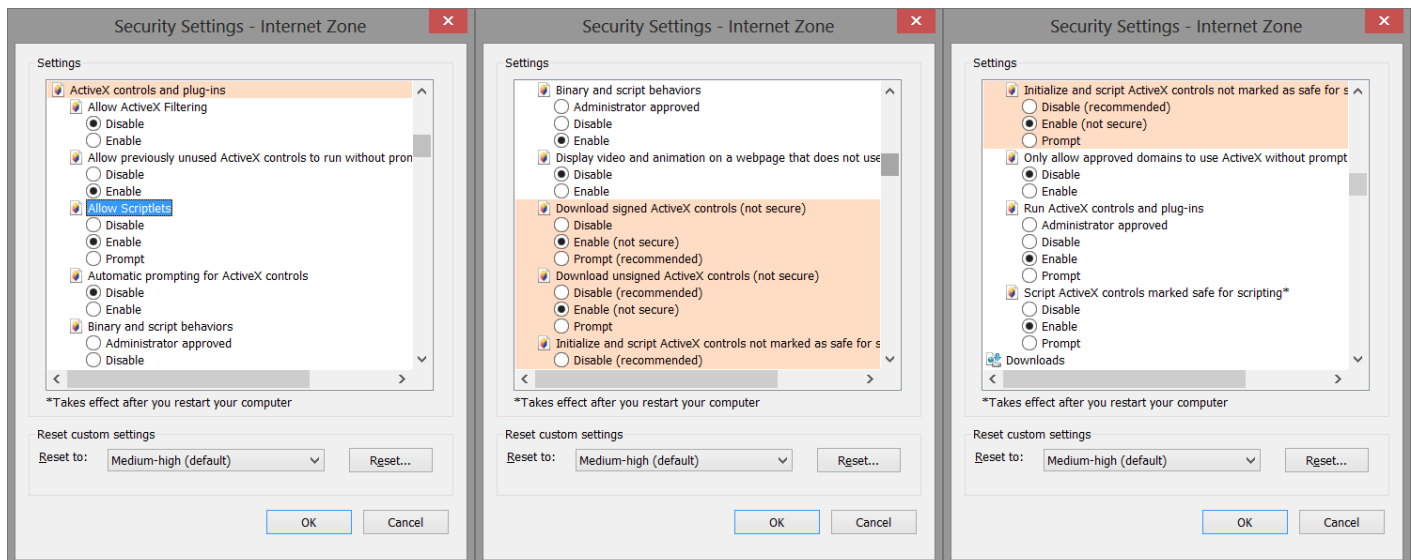
**\*\*\* BETA RELEASE INSTRUCTIONS \*\*\***  
**\*\*\* NOT CERTIFIED OR SUPPORTED BY AVOLVE SOFTWARE \*\*\***

## WINDOWS 8 AND IE 10 INSTRUCTIONS

### Allow ProjectDox and the Brava Viewer to work on Windows 8 and Internet Explorer 10

#### Step 1: Modify IE 10 Security

1. Open IE 10
2. Go to Internet Options > Security
3. Uncheck "Enable Protected Mode"
4. Select "Custom level..."
5. Scroll down to "Active X Controls and Settings" and mirror these settings...



#### Step 2: Turn off Security Warnings

To disable the security settings error messages you have to disable the Turn off the Security Settings Check feature:

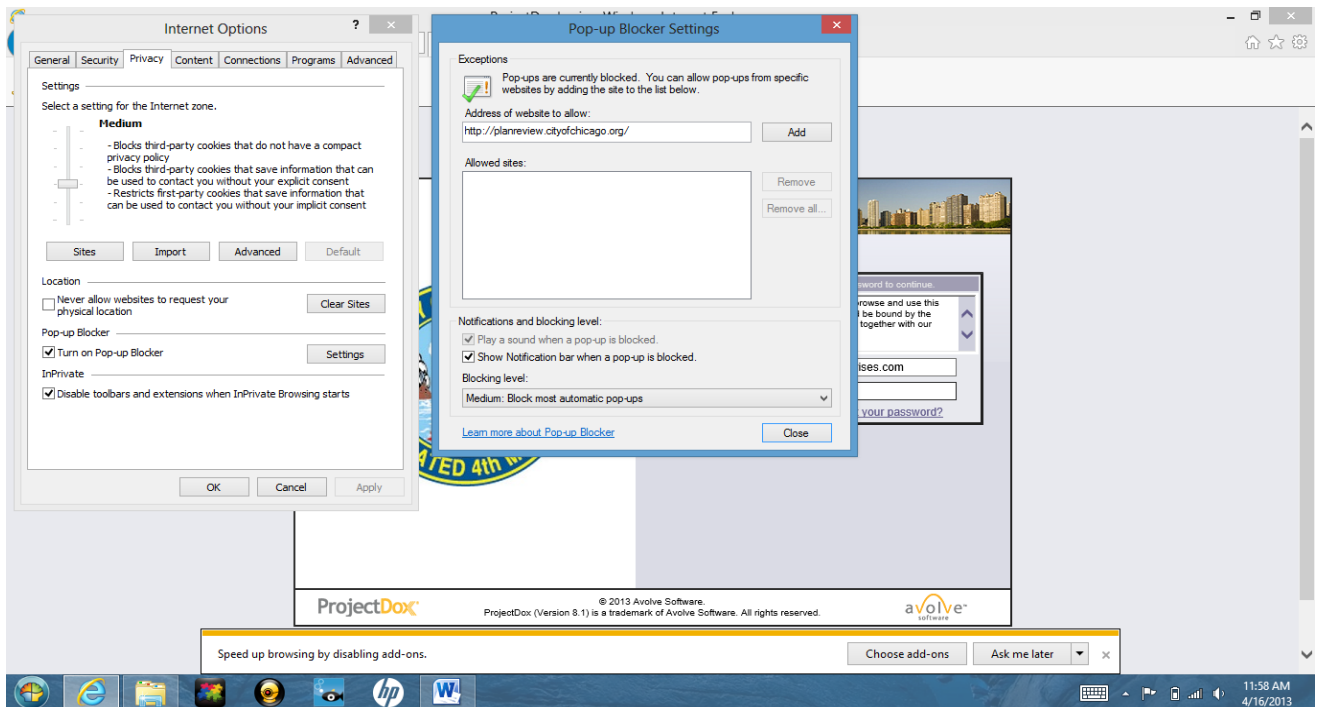
1. Open Group Policy (type gpedit.msc in the Search programs and files field). Or Go to Computer Configuration > Administrative Templates > Windows Components > Internet Explorer
2. Double Click "Turn off the Security Settings Check feature"
3. Set it to "Enabled". On the bottom click on Apply and OK.

## REBOOT

Within Internet Explorer 10 go to <http://planreview.cityofchicago.org/projectdox>

If you get a popup box that says "Warning you have Pop-up blocker enabled. You need to disable it to use ProjectDox", do the following.

1. Go to Internet Options > Privacy
2. Click on the Privacy tab
3. Click on Settings next to Turn on Pop-up Blocker
4. In the new pop-up window enter <http://planreview.cityofchicago.org> into Address of website to allow
5. Click Add. Then close.



6. Click OK on Internet Options

**In order to view drawings or documents the system will prompt you to load Brava! ActiveX components. Please accept this.**

After these are loaded you may re-enable Protect Mode

