Common ePlans issues and solutions:

Symptom:	Most Common Cause:	Solutions (scroll down for details on each):
Login button just "spins" indefinitely when trying to log in	Internet Explorer 11	View the ePlans site in Compatibility Mode
Main ePlans window closes immediately after logging on	Pop-up blocker	Turn off pop-up blocker or add an exception
Error: "**There was a failure downloading the Integration Dll! Please check the IntegrationUrl BravaXParam**"	Components were installed while UAC was active (Windows 7 or Vista)	Turn off UAC mode, reboot PC, then Re-install ProjectDox Components
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 or upgraded Internet Explorer, ePlans stopped working	Need to reinstall plugins	1. Install (or re-install) ProjectDox Components, or 2. Add ePlans to Trusted Sites list
"Communications with Brava Server" error shown, clicking on Show Details reveals: "Failed to Initialize; Failed to download from https://eplans.hillsboro-oregon.gov/Pr ProjectDox/Resources/BravaClient/en/generic.bin to … "	Components were installed while UAC was active (Windows 7 or Vista)	Turn off UAC mode, reboot PC, then Re-install ProjectDox Components
Can't view any files using Internet Explorer in Windows 8	Launching Internet Explorer from the "Start Page" disables plugins	Launch Internet Explorer from the Desktop, not the Start Page.
Only able to upload 1-5 files at a time in Internet Explorer	Silverlight not installed	Install Silverlight (Installation link is found within the Upload Files window)
Similar to any above, but solutions listed don't help	Components were installed while UAC was active (Windows 7 or Vista)	Turn off UAC mode, reboot PC, then Install (or re-install) ProjectDox Components

Solutions in detail:

Install (or re-install) 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[1]. 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. ProjectDox Components are only necessary for Internet Explorer on Windows PCs.

How to Disable UAC: User Account Control, or UAC, is a feature in Windows Vista and 7 (Windows 8 UAC does not appear to be an issue) 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.

Disabling UAC in Windows Vista[2]   Disabling UAC in Windows 7[3]

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.
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.

Compatibility Mode: Open a new window in Internet Explorer. Click the Tools menu (or the "gear" icon), select Compatibility View Settings. Under "Add this website:" type "*.hillsboro-oregon.gov" then click Add, then click Close. This will allow the ePlans site to display properly.

Windows 8 Desktop Mode: When you're on the ePlans site, you can click the wrench icon in the tool bar, then click "View in the Desktop." Alternately, you can select the "Desktop" tile from the Start screen, then open Internet Explorer from the desktop or taskbar.

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://*.hillsboro-oregon.gov/ProjectDox., 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.

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[2] http://windows.microsoft.com/en-US/windows-vista/Turn-User-Account-Control-on-or-off
[3] http://windows.microsoft.com/en-US/windows7/How-do-I-change-the-behavior-of-User-Account-Control-by-using-the-slider

Appendix C: Pop-Up Blockers

The ePlans system utilizes a pop-up window during log in. If you have pop-up blocker(s) installed you will need to disable or bypass them in order to log into ePlans. Individualized instructions for turning off several of the most common pop-up blockers in use are listed below. Bear in mind that if you have multiple pop-up blockers you will need to go through each one and disable or bypass each one. Even if a Toolbar is not being displayed, most of them will still block the pop-up. Some of the pop-up blockers will allow the user to open a pop-up window by holding down the Ctrl key while clicking the button. We do not recommend turning all pop-up blockers completely off. These directions are intended for troubleshooting pop-up blocker issues. As a long-term solution, we recommend that you add "https://*.hillsboro-oregon.gov" to any pop-up blockers' Exceptions List.

Internet Explorer's Pop-up Blocker

From the Internet Explorer tool-bar, Select Tools menu, from the drop down menu, Select Internet Options then Select the Privacy tab (at the bottom of the Privacy window should be a Pop-up Blocker section), Select the Settings button.

Add this address to the "Address of Website to allow."https://*.hillsboro-oregon.gov

Select the Add button, then Select the Close button, then Select OK.

To disable blocker altogether (not recommended):

Open Internet Explorer.

On the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.

Choose the Turn Off Pop-up Blocker option.

For more information you can visit:
http://www.microsoft.com/windowsxp/using/web/sp2_pop-upblocker.mspx