

# KNOXPLANS for New Users

Version 9.1, May 2021

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## Welcome to KnoxPlans, Version 9.1

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 you login 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	
<b>Operating System</b>	Windows 10, Windows 8, Windows 7* (64 bit OS), Mac OS 10, iPad, Windows Tablet
<b>Processor</b>	4 Cores, Processors 2.0 GHz or faster
<b>Memory</b>	8 GB RAM or more
<b>Browser Cache</b>	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.
<b>Graphics Card</b>	Single Monitor Support - Dedicated Graphics Card with Minimum 1GB Memory, Dual Monitor Support - Dedicated Graphics Card with Minimum 2GB Memory
<b>Recommended Web Browsers</b>	Internet Explorer 11 (32-bit only), Edge, latest releases of Chrome, Safari, and Firefox.
<b>Display</b>	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. <a href="https://support.microsoft.com/en-us/help/2999226/update-foruniversal-c-runtime-in-windows">https://support.microsoft.com/en-us/help/2999226/update-foruniversal-c-runtime-in-windows</a>	

## Browser Requirements

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

**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				

## All Browsers - Configure 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:

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				

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

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.

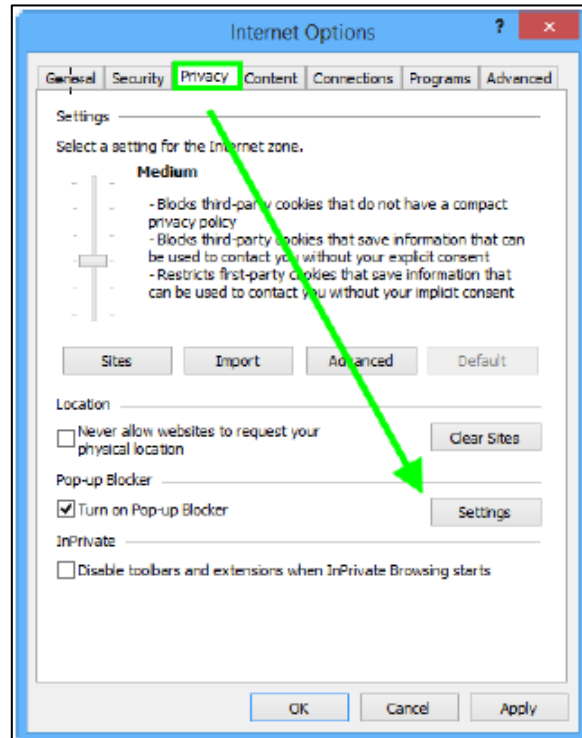
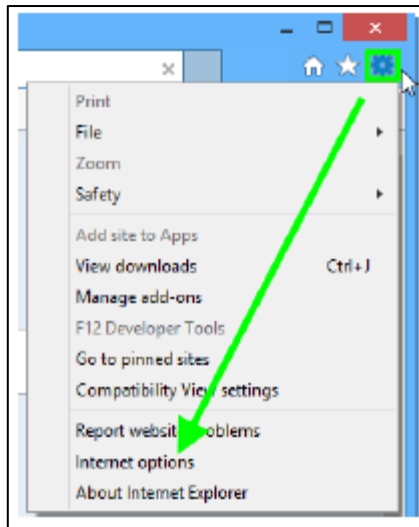
### Pop-Up Blocker Instructions

- **Internet Explorer** – see pg 4.
- **Chrome** – see pg 5.
- **Firefox** – see pg 7.
- **Safari** – see pg 8.

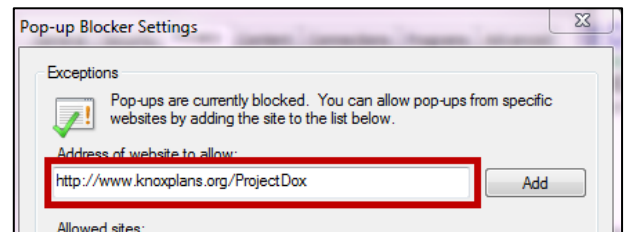
## Configure Pop-Up Blocker in Internet Explorer

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. 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.

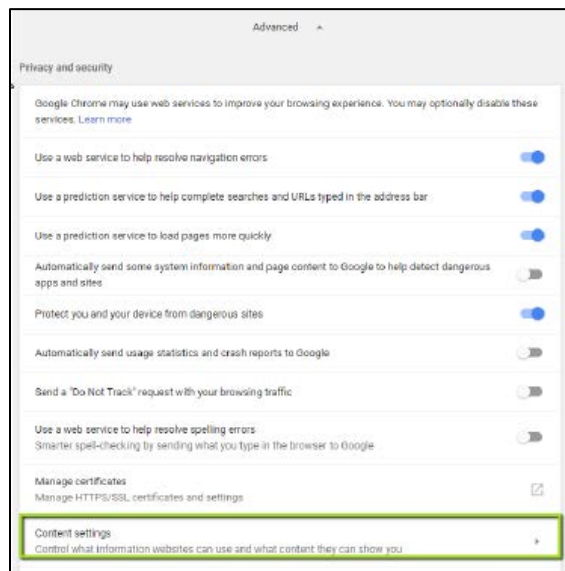
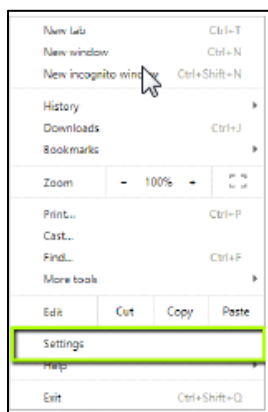


## Configure Pop-Up Blocker in Google Chrome

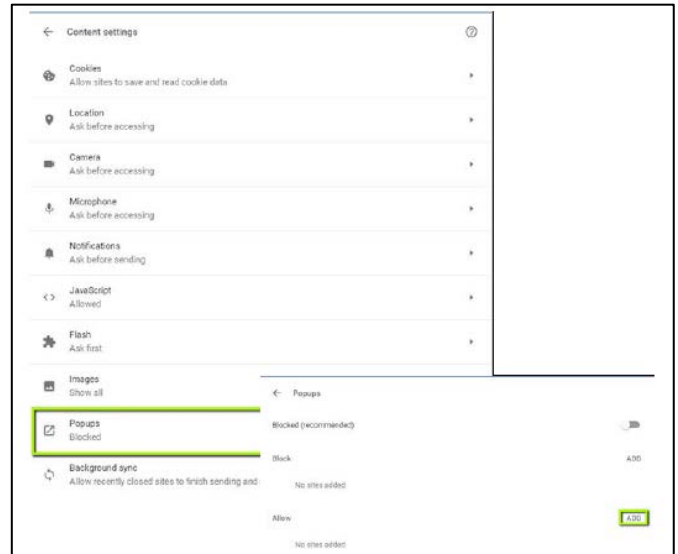
It is recommended that users use the 32-bit version of Chrome; it is known to work better with reports in ProjectDox.

❗ 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 bit, 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.

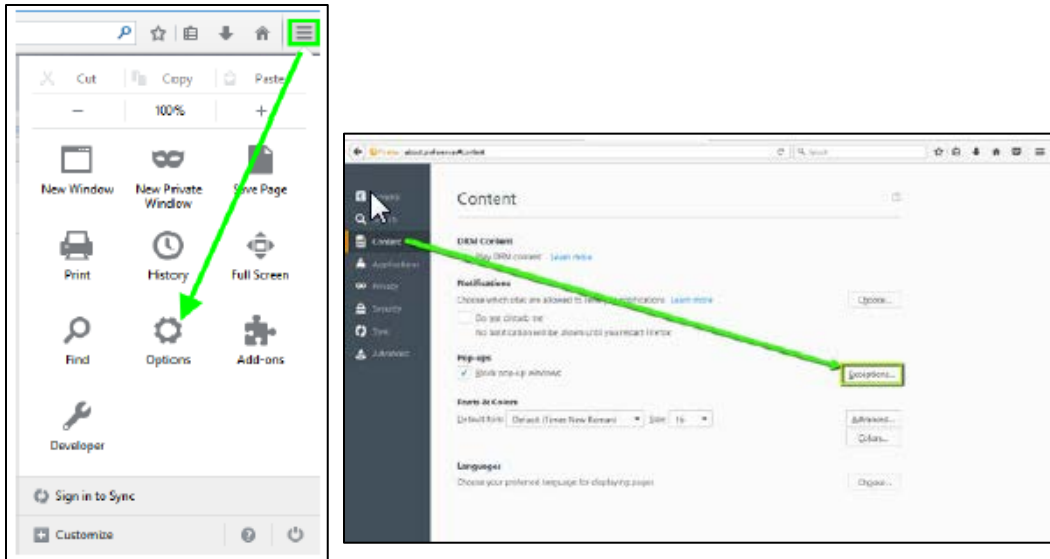


5. Click **Popups**, click the **Add** button under the **Allow** field.
6. Enter the ProjectDox URL, then click the **Add button**. Close out of **Settings** when finished.

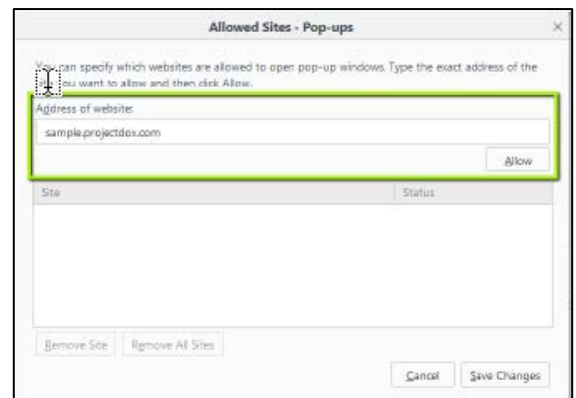


## Configure Pop-Up Blocker in Firefox

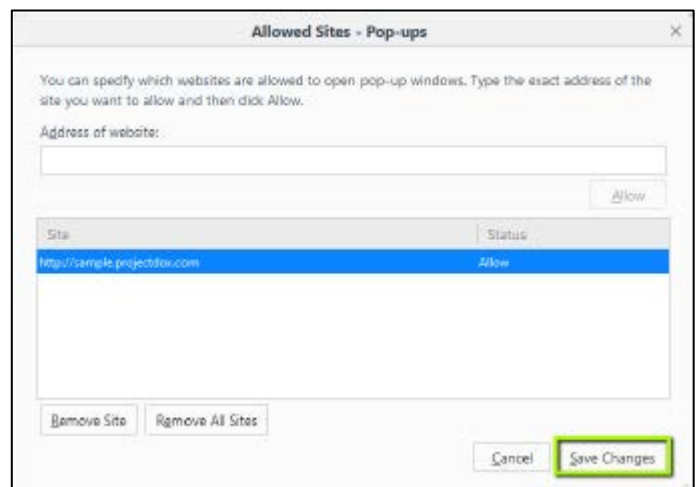
1. Click the menu button and select **Options**.
2. Click the **Content** menu, and select the **Exceptions** button next to the **Pop-ups** field.



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

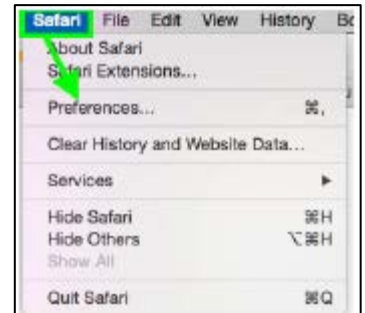


4. Click the **Save Changes** button.



## 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.



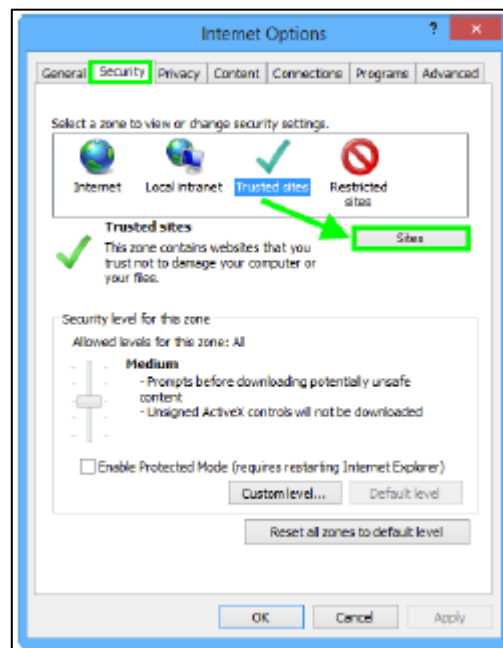
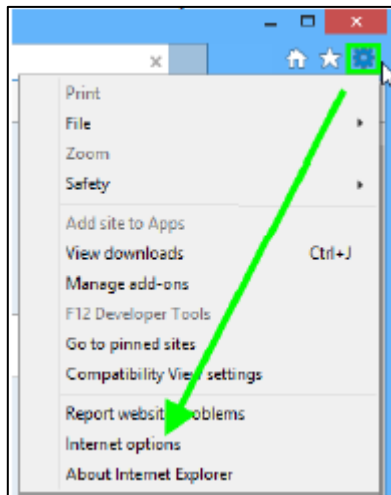
# Internet Explorer Requirements Only

## Adding Knoxplans to Your Trusted Sites (Internet Explorer only)

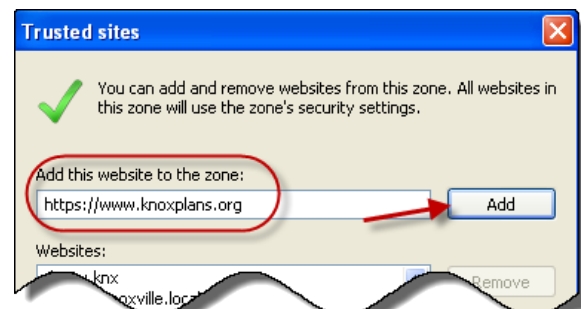
ProjectDox loads ActiveX controls onto your pc so that you can view drawings and markups. Before the controls can be loaded, the Knoxplans Site ([www.knoxplans.org](http://www.knoxplans.org)) must be added to your list of Trusted Sites in your Internet Explorer security settings.

Requirements	Internet Explorer 11*	Firefox	Chrome	Apple Safari	Edge
2. 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				

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://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.



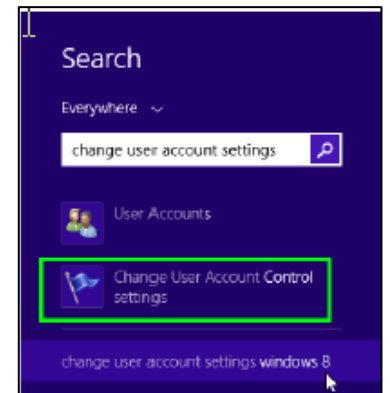
## Disabling the UAC (Internet Explorer only)

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
Added to Trusted Site	X				
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.

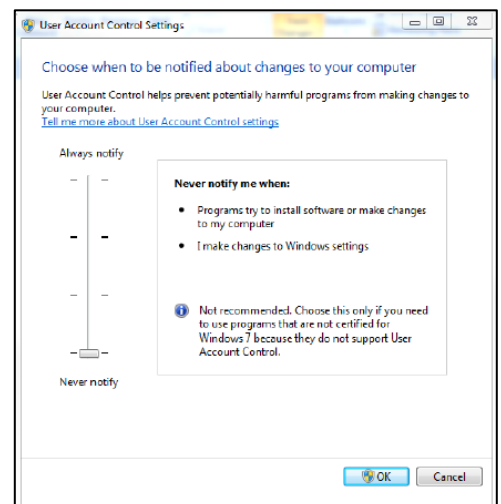


4. Click and drag the slide control to **Never Notify**.
5. Click **OK** and restart your system. This must be done for the UAC changes to take effect.

**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:

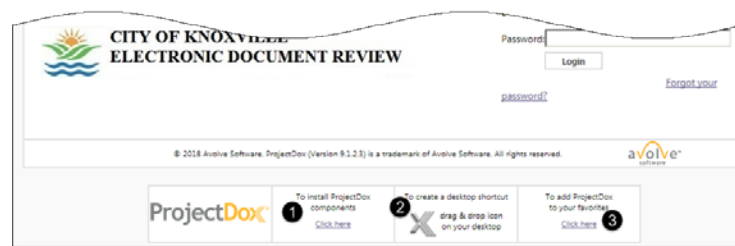
- A. The link to an MSI file for installing the ActiveX controls is available from the login screen.
- B. If the user's network requires administrative access to download ActiveX controls, the user will NOT be prompted, nor will the MSI on the login screen install. The user will need to contact their network administrator to get access to download these controls.

#### 1. Install ProjectDox components necessary for the application.

- a. In your Internet Explorer window, go to the following site: [www.knoxplans.org](http://www.knoxplans.org).
- b. A login screen will open. Click on the **Install ProjectDox Components** link (①, 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.

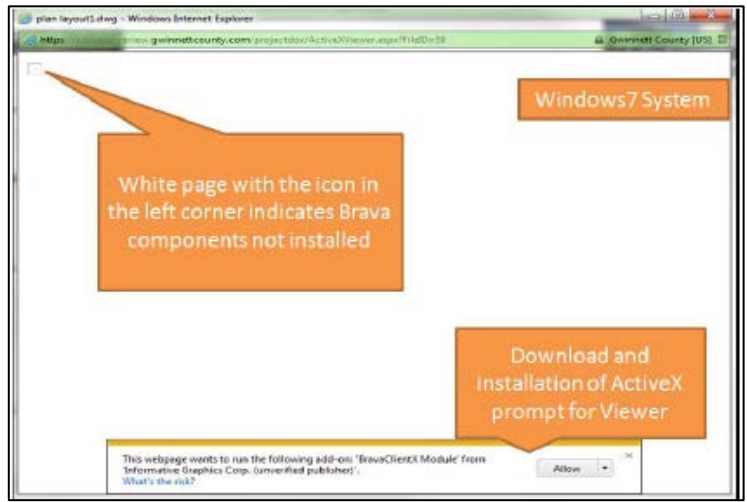
① You may also want to create a Desktop shortcut to [www.knoxplans.org](http://www.knoxplans.org) (ref link at ②) and add it to your favorites (ref link at ③).



## 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 *BravaClientX* Module.



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



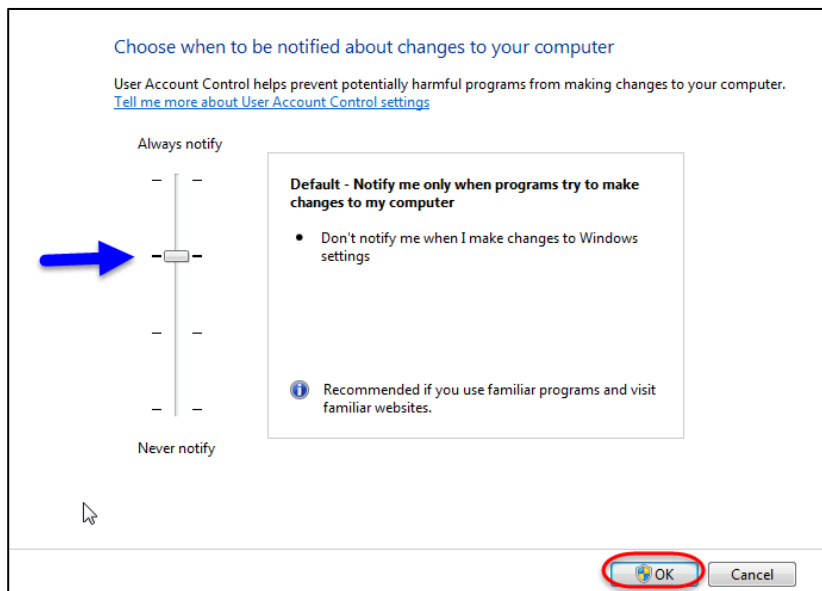
## Enabling the UAC (Internet Explorer Only)

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	X				
5 Components (one-time only)					
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.

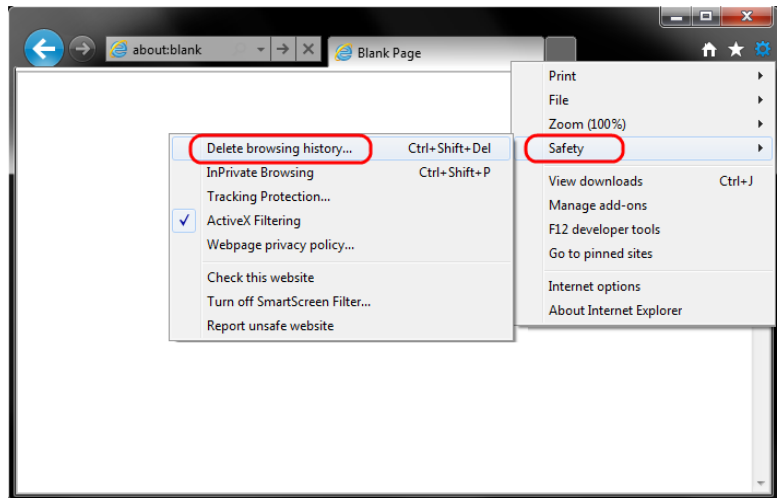


## Internet Explorer Additional Recommended Steps

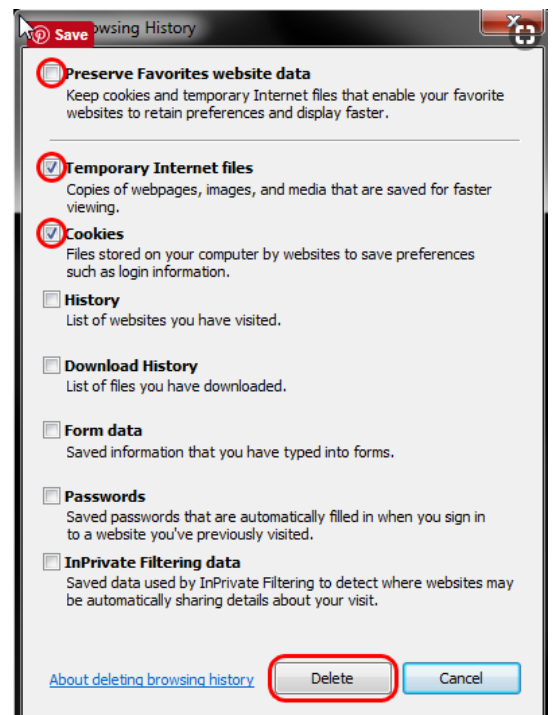
### Internet Explorer 11 Only - Clear Temporary Files

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...**



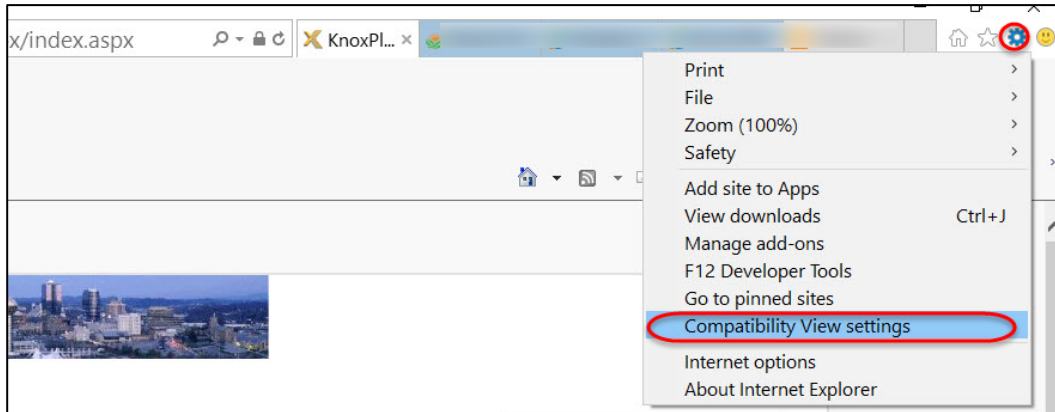
2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



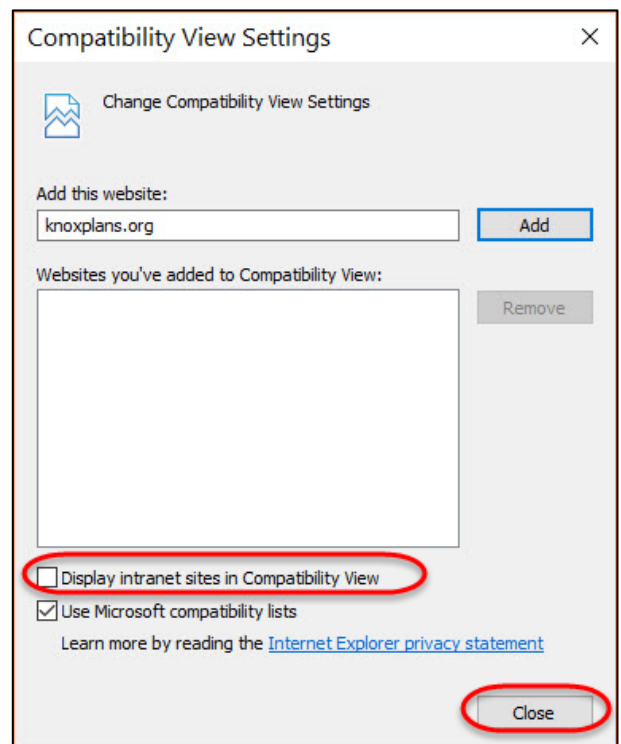
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

## 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**.



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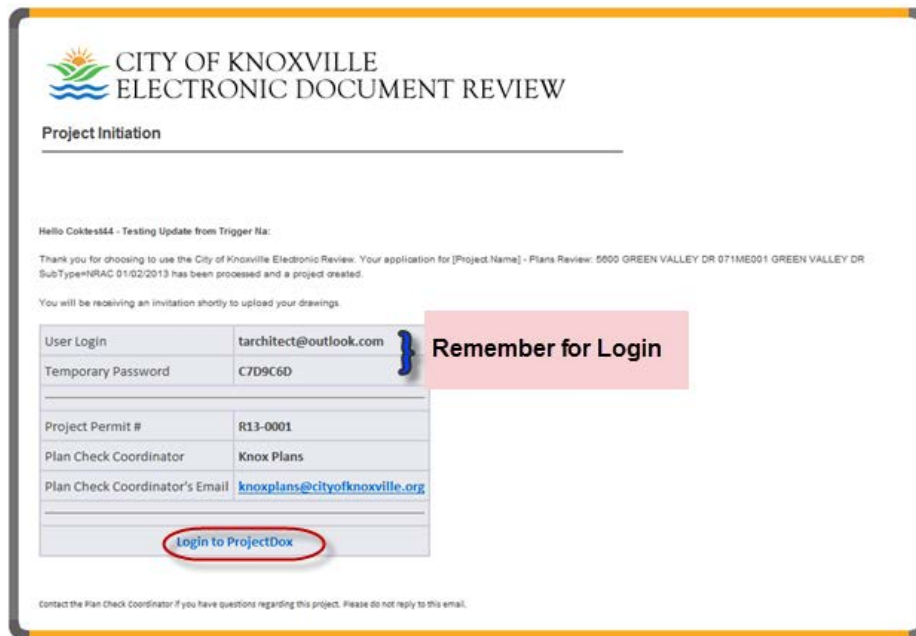
Once you have completed the these steps, you are ready to **login** to the system for the first time.

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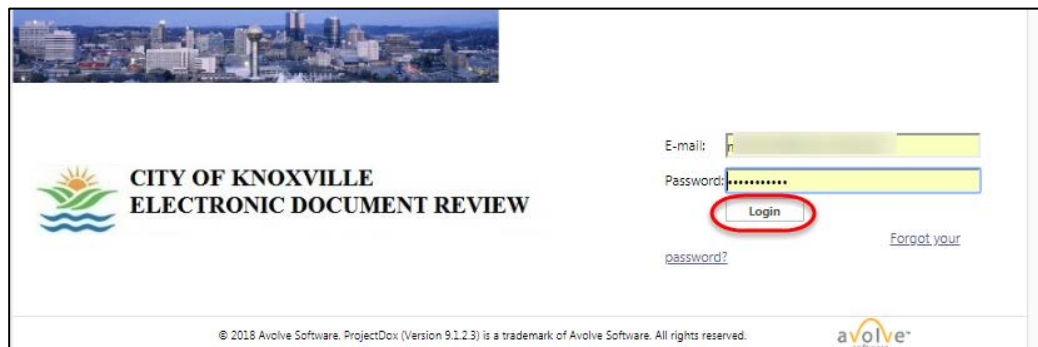
## Login & Change Password

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. 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).

❶ Your password must be between 8-12 characters with at least 1 upper case letter, 1 lower case letter, and 1 number. Special characters are not allowed.

8. Enter remaining contact information as applicable on the screen.

Settings for Sarah Doe (cokfiretest@gmail.com)

Welcome to KnoxPlans 9.1.2.3.

Since you currently have a temporary password, you will need to change it to a permanent password and (if you have not done so) enter a security question and answer. This question/answer will be something that only you know, and will enable you to reset your password if you ever forget what it is.

**Change Password:**

New password:\*  **1**

Confirm new password:\*

**Password Reset Question & Answer:**

Security question:\*  **2**

Security answer:\*

**Profile Information**

Contact Information | User Metadata | Project Membership | Group Membership

\* Required field

First Name: \* Sarah | Last Name: \* Doe

Email: \* cokfiretest@gmail.com

Title:

Company:

Address 1:

Address 2:

City:

Save

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.

## 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](mailto:knoxplans@knoxvilletn.gov) for further instructions.