Avolve Software

System Use Requirements

ProjectDox Component Customer Installation



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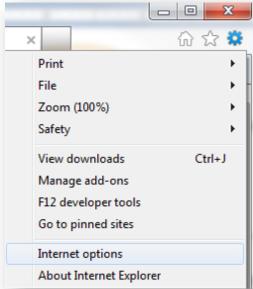


ProjectDox uses pop-up windows (browser windows with no toolbars). If you login but no ProjectDox window appears or a warning is received you probably have a pop-up blocker installed that is preventing the main project window from opening. You need to disable **ALL** pop-up blockers for the ProjectDox site (pop-up blockers allow you to disable pop-up blocking for specified sites). Below are instructions on how disable the pop-up blocker within Internet Explorer. If after disabling the pop-up blocker in IE you still receive the warning message from the ProjectDox application verify your system has no other pop-up blockers installed. For instance, if the Google Search bar is installed it contains its own pop-up blocker that will need to be disabled. In some cases anti-virus software can cause similar behavior to occur. If you verify all pop-up blockers are disabled and you continue to have issues check your system anti-virus logs to see if the software may be blocking the site from displaying and add the necessary exceptions.

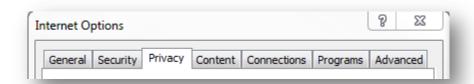
DISABLE POP-UP BLOCKER IN IE

 Navigate to Internet Options for your version of Internet Explorer (IE). Instructions below are based on IE9.

- a. Select the Gears icon seen in blue.
- b. Select Internet Options



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





a. Click the Settings button



b. In the Pop-Up Blocker Settings Window enter the ProjectDox site URL.



- c. Click the Add button
- d. Click to Close the Pop-up Blocker Settings window.
- e. Click the OK button for the Internet Option window.

ProjectDox Component Installation

ProjectDox requires the installation of several ActiveX controls to be able to perform certain actions in ProjectDox. These actions include: Uploading Files, Downloading Files, Viewing Files, and Viewing Help Information. The link to this MSI file is available from the login screen or if the permissions for the PC allow ActiveX download and installation the user may select to install the components the first time they perform the action.

If selected from the login page, the user can accept the defaults to run the MSI and install the controls. If not selected at the login screen, 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.

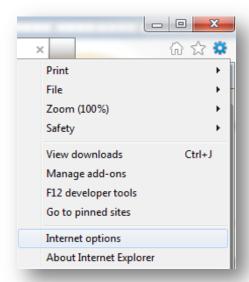


Before installing the components verify the below. Instructions are provided in the following sections on how to temporarily disable UAC and how to add the site as Trusted.

- 1. Add ProjectDox site as Trusted
- 2. Disable UAC (Vista and Windows7 users only)
- 3. Recommend Admin/Power User Rights to PC for proper installation

Add As Trusted Site in Internet Explore Security settings:

1. Click on the Tools menu and select Internet Options

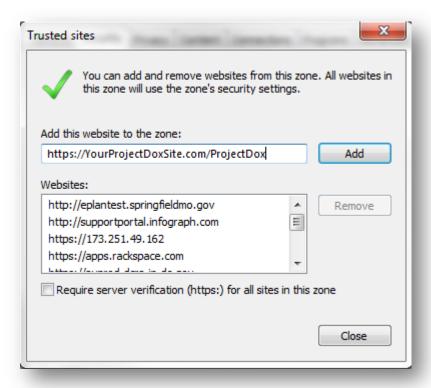


- 2. In the Internet Options dialog box, click the **Security** tab
- 3. In the Security tab, click the **Trusted Sites** icon and then the **Sites**... button





4. Type in the main URL for the site you are trying to view, for example:

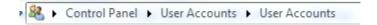


- 5. Click the **Add** button to add the site to the list.
- 6. Click the Close button to close the Trusted Sites dialog.
- 7. Click OK to close the Internet Options window.

Disable UAC Control

Disabling of the UAC control should be discussed with your network administrator prior to making changes to your system if applicable. In all cases once the installation is complete the UAC control can be returned to the former setting.

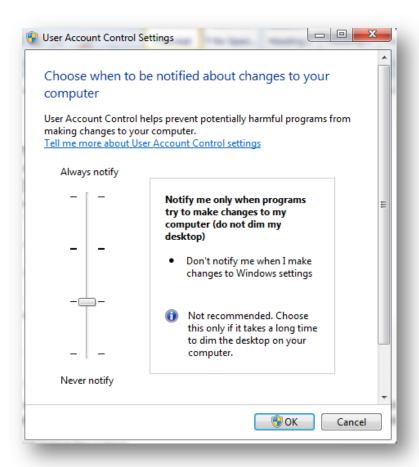
1. From the Control Panel, open User Accounts.



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, un-check "Use User Account Control (UAC) to help protect your computer" checkbox.
 - WINDOWS7: Turn the scroll bar to "Never Notify".



4. Click "OK" and restart the system.

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

Note: After successful installation 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.



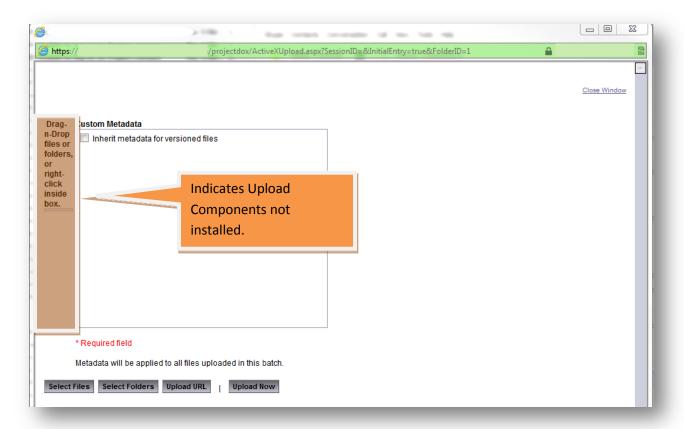
COMPONENT TROUBLESHOOTING

The following section reviews common issues with the installation of the components along with recommendations for resolution. Most issues are related to lack of permissions to install the required components on the PC or the enabling of the UAC during the installation process.

UNABLE TO UPLOAD

ISSUE:

Access the Upload Files button, but the upload window that displays after selection is either blank or looks like the below where the upload dialog box is missing and no prompt is received to install the components [Chilkat, Uploader.ocx].





RESOLUTION STEPS

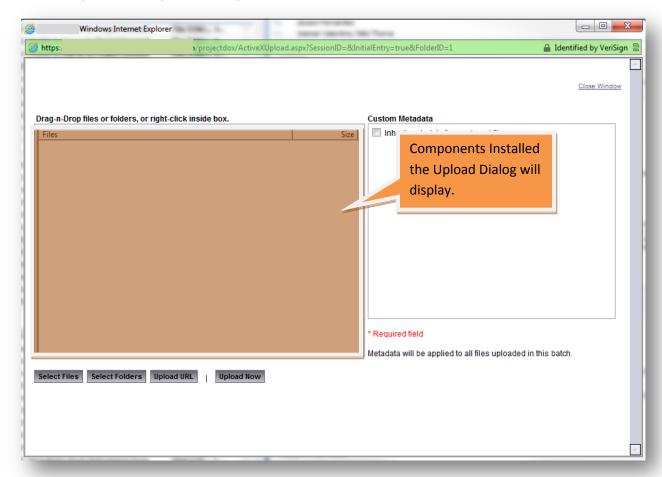
First Time ProjectDox User:

- Verify the ProjectDox Site is a Trusted Site in IE.
- Verify user's permissions on the PC. Admin or Power User permissions recommended for installation.

Return User's:

• Uninstall the ProjectDox Components from the Pc's Control Panel.

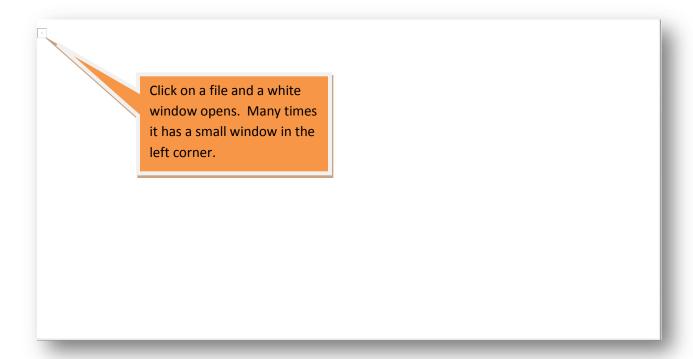
Successfully loaded components will provide a screen like below:





FILE VIEWING ISSUE

User selects to view a file or view a markup on a file. Upon display of the window a blank white screen or a blank white screen with a small box in the upper left window displays.



RESOLUTION STEPS

First Time User:

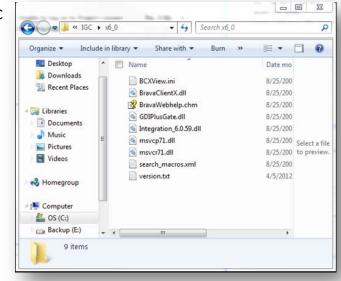
- Verify if running Vista or Windows7 that UAC is disabled. If UAC was enabled during the
 installation uninstall the components and delete the IGC folder from your profile before reinstalling.
- Verify the ProjectDox site is in your list of "Trusted Sites".
- If issues persist increase the permissions for the PC to Admin/Power User Rights to download.



Return User:

• If installing updated components as a result of a ProjectDox upgrade ensure that the former Components have been uninstalled by uninstalling the ProjectDox Components from the Control Panel.

 Delete from your profile the IGC folder [x6_0 or x7_0].



- Verify if running Vista or Windows7 that UAC is disabled. If UAC was enabled during the
 installation uninstall the components and delete the IGC folder from your profile before reinstalling.
- Verify the ProjectDox site is in your list of "Trusted Sites".
- If issues persist increase the permissions for the PC to Admin/Power User Rights to download.

Once the components are successfully installed when a file is selected for viewing it should appear with the image in the new window or in the frame of the application.

