# ePlanReview Quick Guide:
# Troubleshooting Installation Errors

ePlanReview customers may encounter errors if the ProjectDox program components were not properly installed. These errors are often caused by the computer's security/permissions settings.

The problem can usually be solved by editing a few settings on your computer, uninstalling the components, then reinstalling the program.

- **Administrative Rights**
  You must have "Administrator" rights on your computer to make the recommended changes.

## Edit User Account Control Settings

You may want to temporarily disable the "User Account Control" (UAC) settings before reinstalling components.

- **Operating System: Windows Vista, 7, 8, or 10**
  If you have a Windows operating system, you can turn off the UAC before installing the components. (You can turn the settings back on as soon as the components are installed). See Link #1 for details.

- **Browser: Internet Explorer**
  If the components did not install correctly, you may need to temporarily turn off the "protected mode" to install the components. See Link #2 for details.

## Uninstall ProjectDox Components

You must remove all previously installed components.

1. Remove ProjectDox components

   **a.** Vista or Windows 7
   Open **Control Panel** and go to **Programs**. Select "Uninstall a Program." If "ProjectDox Components" is listed, then UNINSTALL. (If this step doesn't work, try turning off the UAC first.)

   **b.** Windows 10
   Open **Settings**, go to **System** and select **Apps & features**. If ProjectDox Components is listed, then UNINSTALL.

1. *How to Disable the UAC (Win Vista, 7, 8, 10):* https://www.howtogeek.com/howto/windows-vista/disable-user-account-control-uac-the-easy-way-on-windows-vista/
2. *Turn Off IE's Protected Mode:* https://www.lifewire.com/how-to-disable-protected-mode-in-internet-explorer-2624507
3. *ePlanReview Website:* https://eplanreview.cityofboise.org/projectdox

**2.** Delete Browser History Settings
Open Internet Explorer, click on the settings icon (gear) and go to Internet Options. On the General tab, browsing history will be listed – click the "Delete" button. Remove anything Brava, ProjectDox, or Xupload.

**3.** Delete Directories
After completing steps #1 and #2, delete the IGC directories and their contents.

- **Vista or Windows 7, 8 and 10**
  Search for the filename IGC to locate the directory.

- **Windows XP**
  a. Documents and Settings-> User Account-> IGC
  b. Program Files -> Avolve -> Components

## Reinstall ProjectDox Components

1. Click the "Install ProjectDox Components" link on the ePlanReview login page to reinstall the components.
2. Once the components are installed, you can turn the UAC back on.
3. Reboot your computer.