

FAQ – Common Technical Errors & Questions Regarding the Online Planroom (OPR) and On-Screen Takeoff (OST)

BEFORE PROCEEDING TAKE NOTE! The ‘errors’ and ‘fixes’ below can help with many issues but there are a few basics that may ‘fix’ your problem quickly:

- ➔The Online Planroom (OPR) works best using *Internet Explorer*; problems **may** occur with other Internet browsers.
- ➔Some virus software can interfere with the OPR or OST, specifically Norton & McAfee but even AVG.

<u>ERROR</u>	<u>FIX</u>
<u>Login Issues</u>	
When logging into the Online Planroom, I get a message that says, “User name cannot be found” or “Password does not match for user name listed above” .	The user name is being entered incorrectly. User ID and Password are case sensitive.
While online I get removed from the system and a message is displayed that says, “You have just been logged off. Cause: another user has just logged in using your username and password”	The OPR does not allow for simultaneous logins. Another user is using your user name and password. Contact the Planroom Administrator to change the password or to obtain additional usernames and passwords.
<u>On-Screen Takeoff (OST) Issues</u>	
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I click “Get Project Docs (OST)” to open a project and it says that Adobe Acrobat can’t open the file.	Something has changed the program-file association in your computer for “OSX” files from OST to Adobe. <u>To change in Windows XP:</u> Control Panel – Folder Options – File Types – scroll down the list to “OSX” – highlight it – where says “Opens With” click Change – choose On-Screen Takeoff – check “Always use...” box – OK <i>(if OST isn’t shown, click Browse and find the executable file for it)</i> <u>To change in Windows 7:</u> Start – Default Programs – Associate A File Type – scroll down the list to “OSX” – highlight it – Change Program – choose On-Screen Takoff – OK <i>(if OST isn’t shown, click Browse and find the executable file for it)</i> --In both cases, once you’ve changed it, OST should be shown as the program to open OSX files.
I click “Get Project Docs (OST)” for one job but when OST opens, it shows the plans & specs for a different project.	When you’re in OST, click on the “Bids” tab at the top left of the window. Just below the tabs, make sure the “Project Name” field is blank and that the “Estimators” field shows “(All Estimators)”. After you delete anything from the “Project Name” field, you may need to close OST and re-click “Get Project Docs

	(OST)” to open the project docs you wanted.
I installed a free trial for a program called Planswift and now when I click to open OPR projects in OST, Planswift opens instead and then freezes.	Planswift re-associates the docs from OST to itself so you have to undo this by going into your Control Panel – Folder Options – File Types and change the “OSX” files so that they’re opened with On-Screen Takeoff.
I just updated or installed OST and now I don’t see a list of projects under the bid tab. <i>(on a related note – you should NOT move or delete the “Sample” or “Project” database (MDB file) from the “OST” folder or you will have similar problems)</i>	OST isn’t reading its database. Occasionally OST will prompt w/steps to fix but most likely, you’ll need to do the following: ▶ open OST 3 from your desktop, click “File”, ▶ “Open” – “Find” – “Microsoft Access” – OK ▶ click the magnifying glass next to “File Name”, ▶ go to “Local Disk C” – “OCS Documents” – “OST” & find & highlight “Sample.mdb” or “Project.mdb”, ▶ click “Open” - it should now show an entry in the “File Name” – click OK, ▶ click the box next to the database you found – OK <i>Any projects previously viewed should now be shown under the “Sample” or “Project” database in the “Bid” tab.</i>
I just installed OST and when I open a project , it stops at the “Bid” tab & I don’t see a bold heading of “ Projects ” or “ Sample ”.	Give the steps above a try. If you can’t find “Projects.mdb” or “Sample.mdb” in the OST folder, you may have installed the program without it. You’ll have to click the original “exe” file you used to install the program and attempt to ‘repair’ it or reinstall it altogether. During the process, when prompted to install the database, be sure that the box next to “Projects” or “Sample” is checked. It should automatically add it to your OST but, if not, you may need to follow the steps above after repair.
When OST opens, it goes to the “ Image ” tab and all you see is one window that shows “(Download document to view)”. <i>You are probably seeing only one window when you should see one large window on the right and two smaller windows to the left.</i>	It could be that the large right window has been re-sized (the edges dragged to the side) shrinking the side windows out of view. You’ll need to move your mouse around and find the edge and re-drag it into position to again see all three windows. Under the “View” menu, make sure “Pan Window” is activated (the icon will look indented).
I’ve opened a plan in OST and the quick takeoff tools (icons to measure line and area and to count items) aren’t available .	When the full (AKA “Professional”) version of OST is activated, the quick takeoff tools are inactivated because OnCenter expects you to use the more complicated tools in the full version. To activate the measuring tools, you have to deactivate the full version. “File”, “Check Authorization” – you’ll see “Client ID” with a number. Write the number down so you can activate the full version when needed. Click “Change” next to the Client ID and type a zero, then “Save”, then “OK”. The tools should become active.
When I try to view files using OST (or the File Downloader) from the OPR, IE crashes . -- Is your virus software AVG 2011 and do you run the updates regularly? <i>(from Amy, 5-4-11)</i>	▶ 1. <i>Open AVG 2011 and add OST or Java (if you’re using the File Downloader) as an ‘allowed program’.</i> In AVG, Select “Tools” – “Advanced Settings” – “Identity Protection” – “Allowed List” – “Add” – navigate to “Program Files” (usually on your C drive) and select the OST program within the On Center Software folder, or select Java.exe within the Java folder. Check the box next to any location – do not use the full path – Add – Apply – Ok. Then close AVG. ▶ 2. <i>Add “onlineplanservice.com” as a trusted program in Internet Explorer.</i> Open IE – “Tools” menu – “Internet Options” – “Security” tab – “Trusted Sites” – “Sites” – uncheck ‘Require Servers Verification...’ – type “onlineplanservice.com” in the

“Add this website...” field – click the “Add” button then “Close” and “Ok”.

➤ 3. *Reset Advanced setting in IE (only one browser window & tab can be opened when you do this).* In IE – “Tools” menu – Internet Options – “Advanced” tab – “Reset” – “Reset” (it is not necessary to check the box next to Delete Personal Settings). Then close the browser, and open it back up and proceed as normal.

Adobe Acrobat Issues

When I use the ‘**spec search**’ tool and try to open the results I get, **Adobe Acrobat doesn’t open** and a window with a small box & a red “X” in the middle.

You may be able to open those same sections directly from within OST.

Glitches can occur in programs. The easiest way to remedy this is to uninstall and reinstall Adobe Acrobat. It should work perfectly after that.

When I use the **search function** to look for words within a spec book for a specific project, the “**jump to the next highlight**” icon is **gone**. *There may be other icons missing from the toolbars as well or, in general, the Adobe toolbars may not seem to function/display properly.*

This seems to happen occasionally when you have a version of the Adobe Reader (the free software) installed and then install the full (retail) version of Adobe on the same computer. It has specifically happened with Adobe Reader 7.0 and Adobe Standard 6.0. The solution is to uninstall both versions entirely and re-install only one.

Miscellaneous

I’m logged in and at “My Desk” – when I click “Browse” – “Bidding”, it brings up a screen that reads “document has moved here” plus a link that then takes me to a screen that reads that the OPR is “down for maintenance”. (“Browse” – “Archived” may still work properly)

Has only been known to occur when the browser is Google Chrome. Delete your Internet Cache and the problem should be fixed.

-- Remember that the OPR works best when using Internet Explorer as the browser. (Firefox is generally acceptable / low risk as well.)


When I click a link from the notification E-mail to go directly to a specific job in the Online Planroom, it says my subscription is expired.

It’s the link that’s broken, not your subscription. Enter the Online Planroom like you usually would (go to www.vceonline.com) and find the specific project that way.

Random problems occurred after I upgraded to Internet Explorer 9. (one reported issue was IE shutting down when trying to use the ‘print’ options in the OPR). Note: IE9 only available for Windows 7, Vista and Server 2008)

You can try uninstalling IE9 if it will allow it:

The following instructions apply to both Windows 7 and Windows Vista.

1. Click the Start button , type Programs and Features in the search box, and then click View installed updates in the left pane.
2. Under Uninstall an update, scroll down to the Microsoft Windows section.
3. Right-click Windows Internet Explorer 9, click Uninstall, and then, when prompted, click Yes.
4. Click one of the following:
 - Restart now (to finish the process of uninstalling Internet Explorer 9, and restore the previous

version of Internet Explorer).

- Restart later (to wait until you shut down or restart your computer).

Note: After you uninstall Internet Explorer 9, the previously installed version of Internet Explorer will be available on your computer. It is not necessary to reinstall.

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