

ePermits System Requirements



Name, Job title

Company name

Date

someone@example.com

Overview

The ePermits system is another step in the City of Tamarac's continuing use of technology to streamline processes. ePermits is a document workflow solution that lets residents, contractors and City staff handle the construction plans submission, review and approval process online. This document explains the configuration steps, which are necessary in order to use this system. We support four browsers and setup is required for all.



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Supported Browsers

Replace this text with your own. You can also replace the picture, at right, with your own.



For Windows Operating Systems

Operating System	Internet 10 & 11	Internet 9 & 8	Internet 7	Internet 6	Firefox 3+	Chrome 4+
Windows 7						
Windows Vista						
Windows XP SP2, SP3						
Windows 2000 SP4+ KB891861						

For Macintosh Operating Systems

Silverlight Version	Operating System	Firefox 3+	Firefox 3.6+	Safari 3+	Safari 4+
Silverlight 5	Macintosh OS 10.5.7 + (Intel-based)				

Silverlight Version	Operating System	Firefox 3+	Firefox 3.6+	Safari 3+	Safari 4+
Silverlight 5	Macintosh OS 10.4.11 + (Intel-based)				



Internet Explorer

ePermits uses pop-up windows (browser windows with not toolbars) and it also is required to set up different settings in the Internet Options. There are 5 settings which will need to be changed. This will allow the user to view Drawings and Documents.



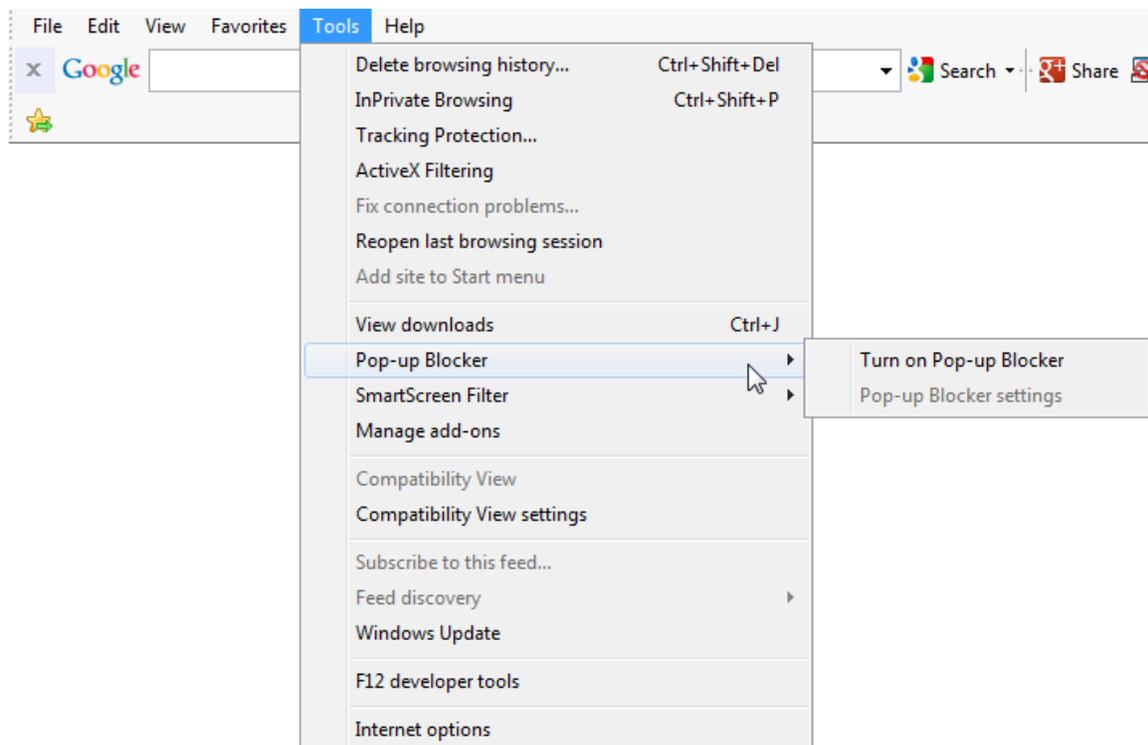
Configuration

Pop-Up Blocker (IE)

EPermits uses pop-up windows (browser windows with no toolbars). If you log in, but no EPermits window appears, or a warning is received, you probably have a pop-up blocker that is preventing the main project window from opening.

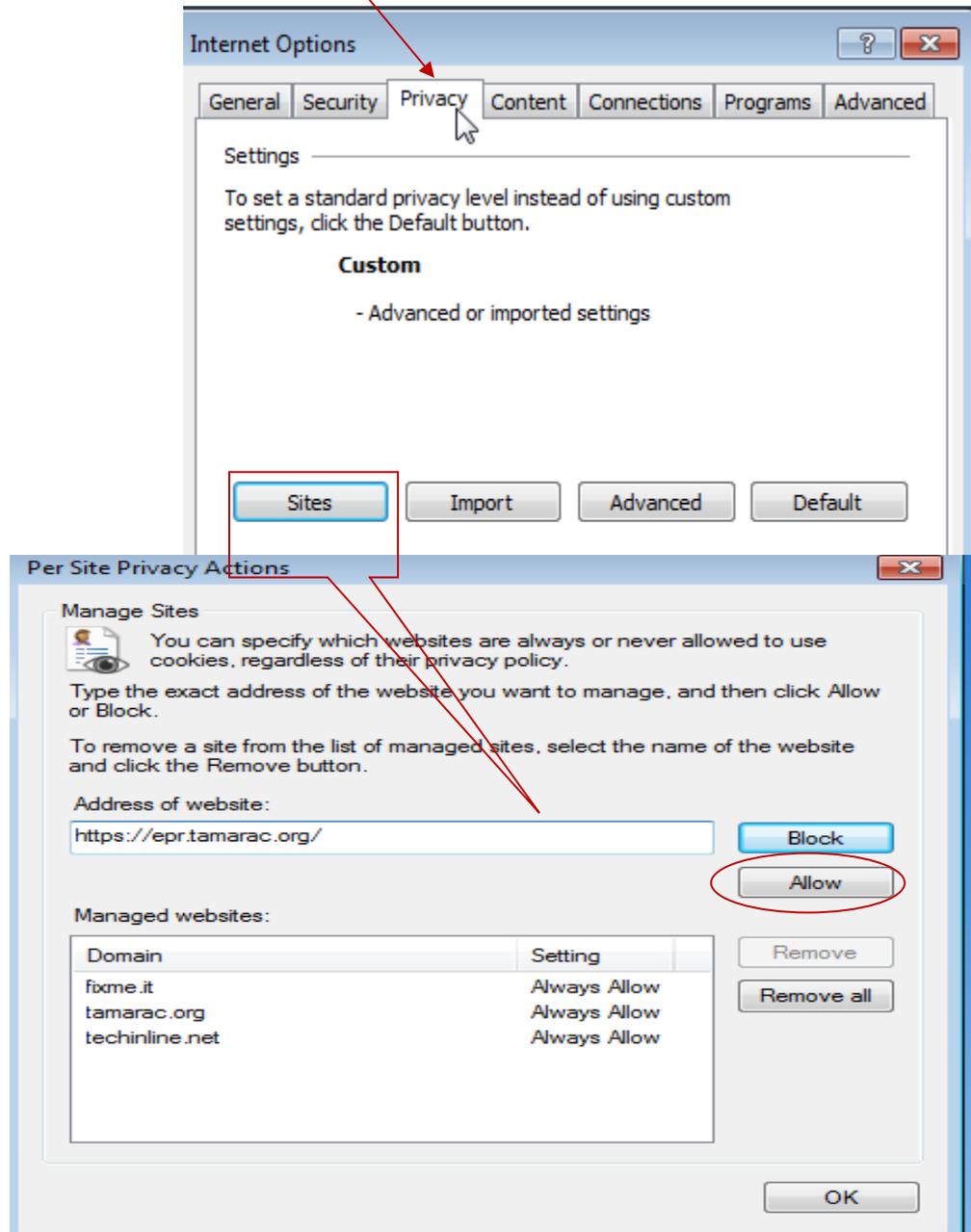
Configure Pop-Up Blocker in (IE)

1. Navigate to Internet Options for your version of Internet Explorer (IE)
 - Select Tools
 - Select Pop-up Blocker
 - Ensure Pop-up Blocker is turned on
 - Click Turn on Pop-up Blocker



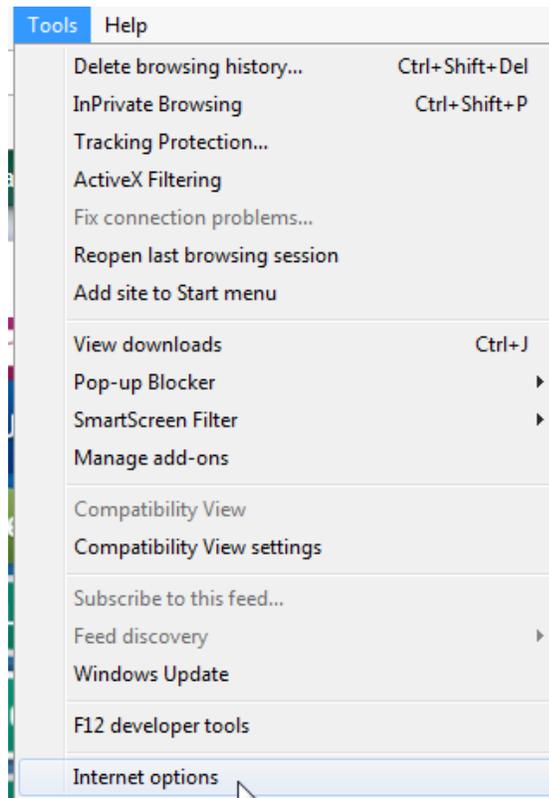
Set Privacy Action

1. Open Internet Explorer
2. Go to Tools and at the bottom of the list select Internet Options.
3. Select the **Privacy** tab
4. Then select the **Sites** button
5. Add **epr.tamarac.org** and click **Allow**

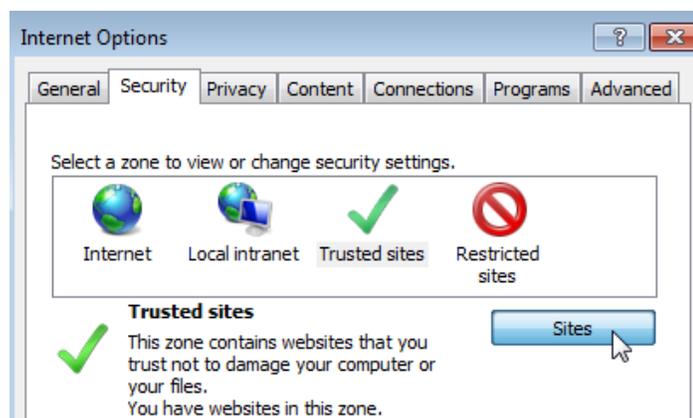


Add as Trusted Site (IE)

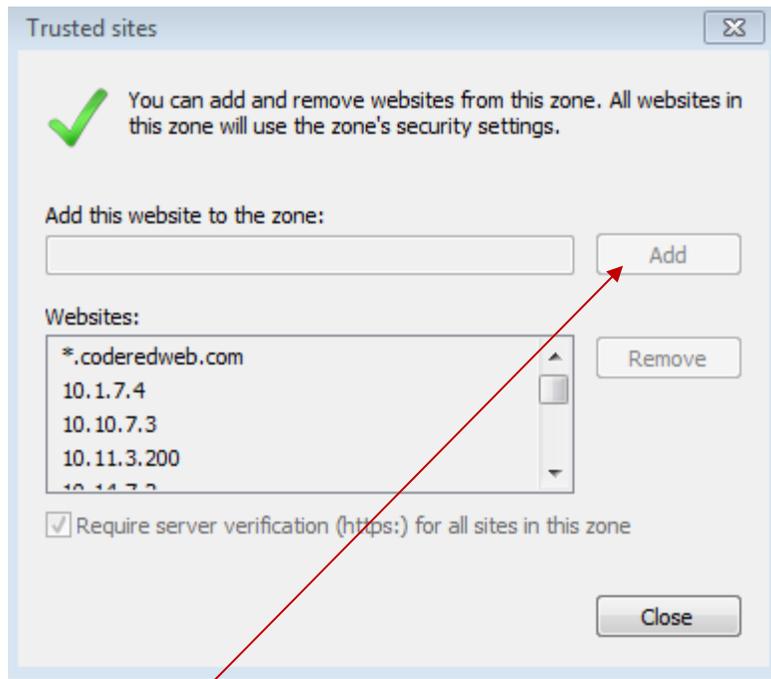
1. Click on the **Tools** menu in Internet Explorer and select Internet Options



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



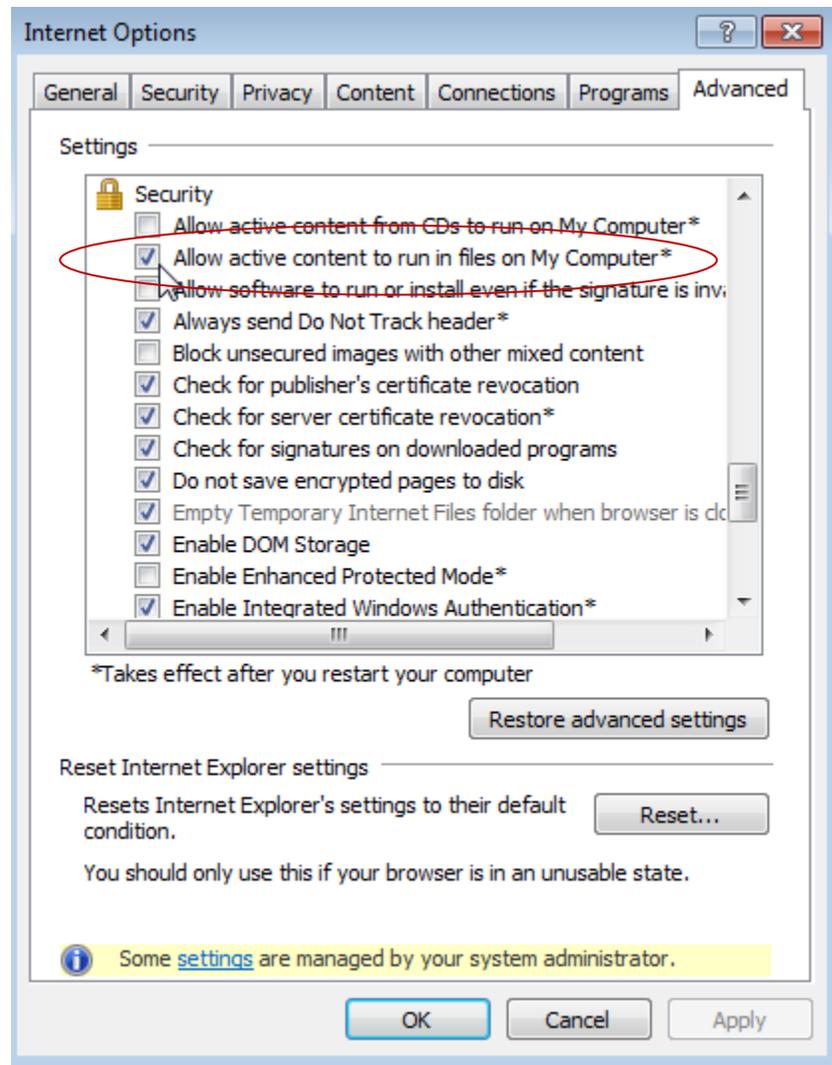
4. Type in the main URL for the site <https://epr.tamarac.org>



5. Click the **Add** button to add the site to the list.
6. Click the Close button to close the Trusted Sites dialog

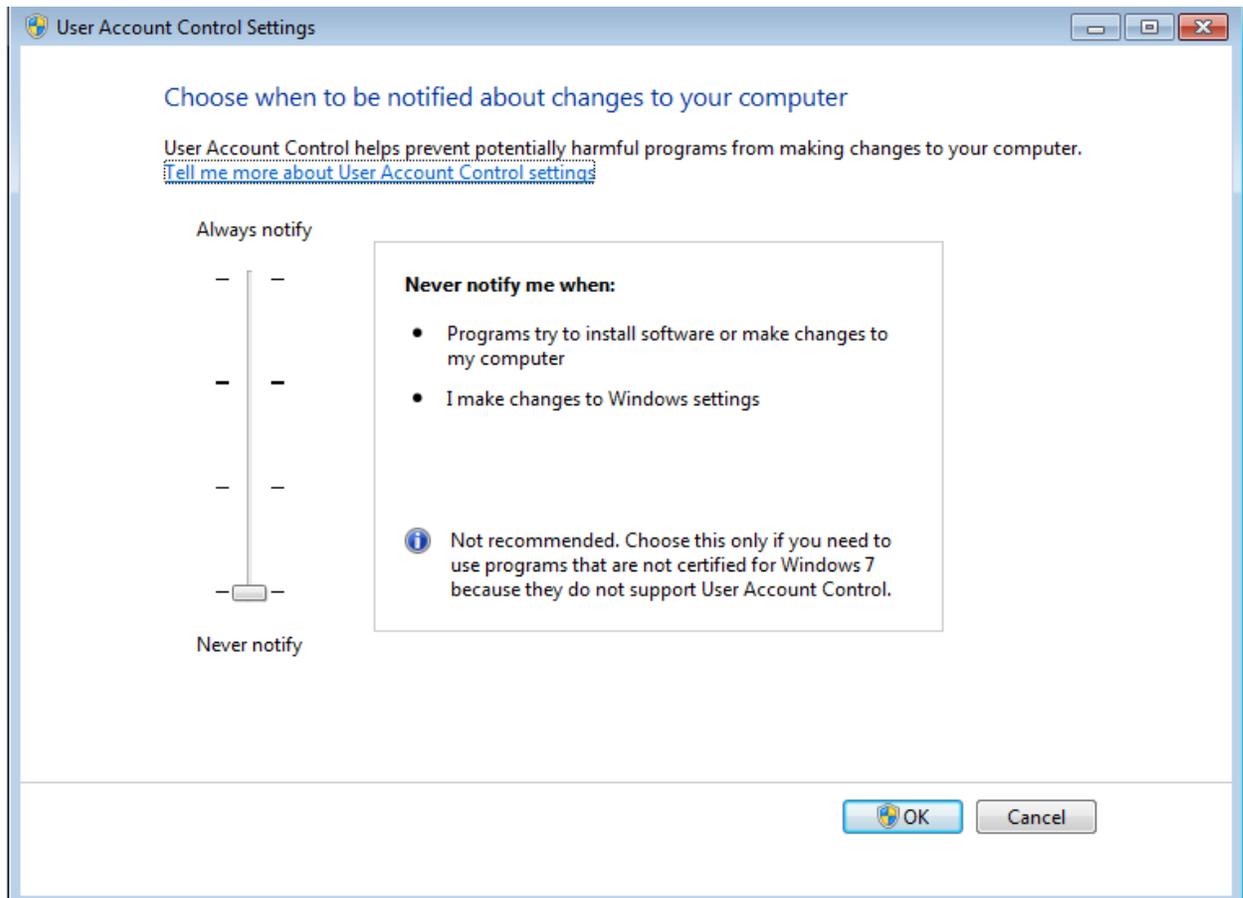
Security Settings

1. Select the **Advanced Tab**.
2. Under **Settings** go to **Security**
3. **Selec Allow active content to run in files on My Computer**. Press **OK** Button



Disable UAC (User Account Control)

1. Control Panel User Accounts
2. Change User Account Control settings
3. Update the UAC as follows
 - **VISTA:** In the “Turn on User Account Control(UAC) to make your computer more secure” options screen, clear the checkbox for ‘Use User Account Control (UAC) to help protect your computer”.
 - **Windows 7:** Click and drag the slide control to “Never Notify”.

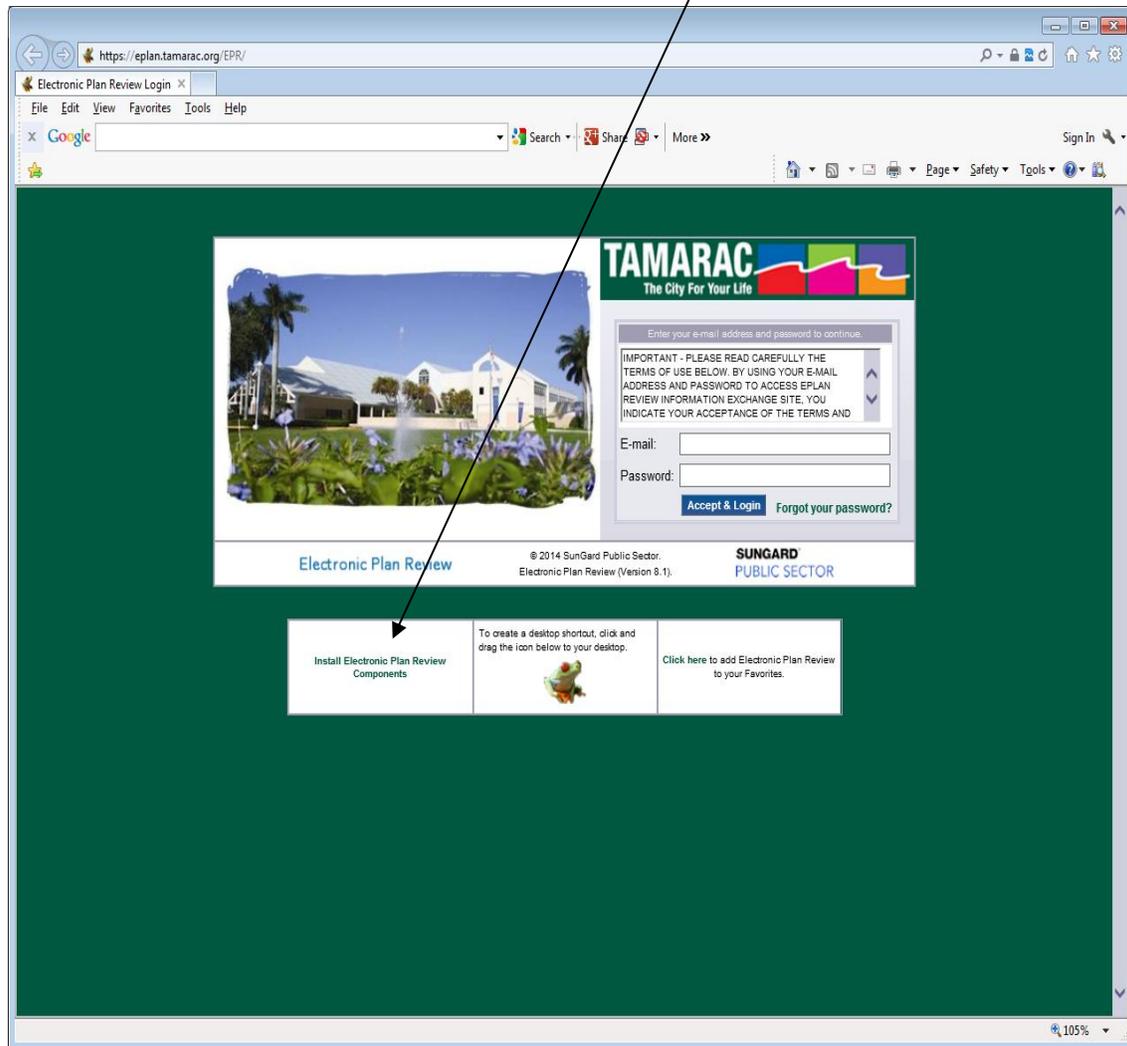


4. Click OK and restart the system

Note: The system must be restarted for the UAC changes to take effect

Brava Viewer Installation

1. Go to <https://epr.tamarac.org>
2. Click on Install Electronic Plan Review Components, you could need ADMIN rights to your PC.



3. Once installation complete you can log on to the system
4. Click on the Frog to create a shortcut on your desktop

Google Chrome

Chrome users must install Adobe Flash in order to view Documents and Drawings.

1. Go to <http://get.adobe.com/flashplayer/> by clicking this link or copy the link and paste in your browser.
2. Follow the defaults to install



Safari

Safari users must install Silverlight. ePermits provides a default upload component with no additional installation required. It is limited to five (5) file uploads selecting a single file for each row. An example of this default component is seen and accessed when the **Upload files** button is selected from a folder



1. Click the link "[Install Silverlight Now](http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx)" to download and install or go to the link below:
<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

Firefox

Firefox users must install Silverlight. ePermits provides a default upload component with no additional installation required. It is limited to five (5) file uploads selecting a single file for each row. An example of this default component is seen and accessed when the **Upload files** button is selected from a folder.

1. Click the link [***"Install Silverlight Now"***](#) to download and install or go to the link below:
<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>



Troubleshooting

The following section reviews common issues with the installation of the components, along with recommendations for resolutions. 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 Batch Upload

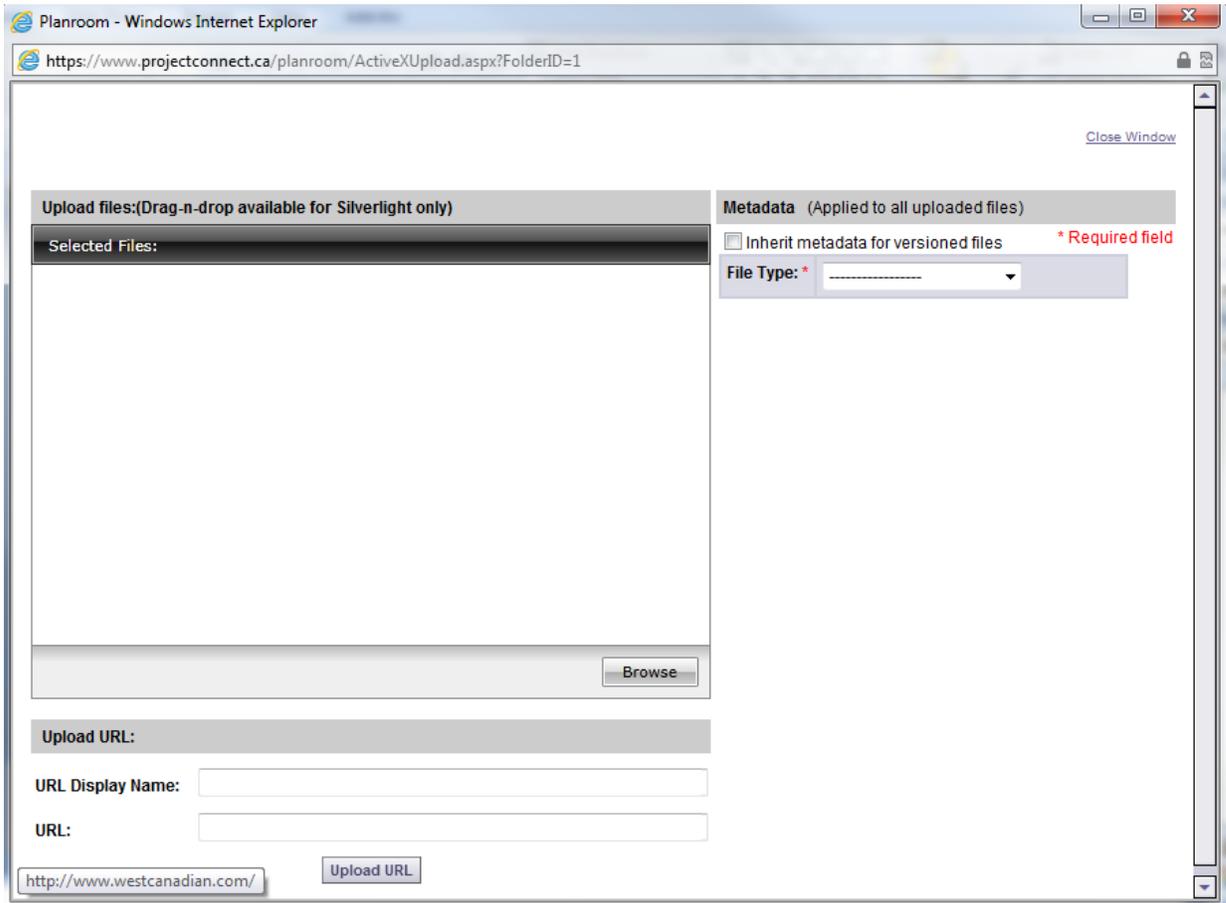
Issue:

Unable to upload more than a single file at a time to the upload files box.

Resolution Steps

- Install the Silverlight Control to allow for batch and drag-n-drop. The installer can be obtained from the clicking on ["Install Silverlight Now"](#).

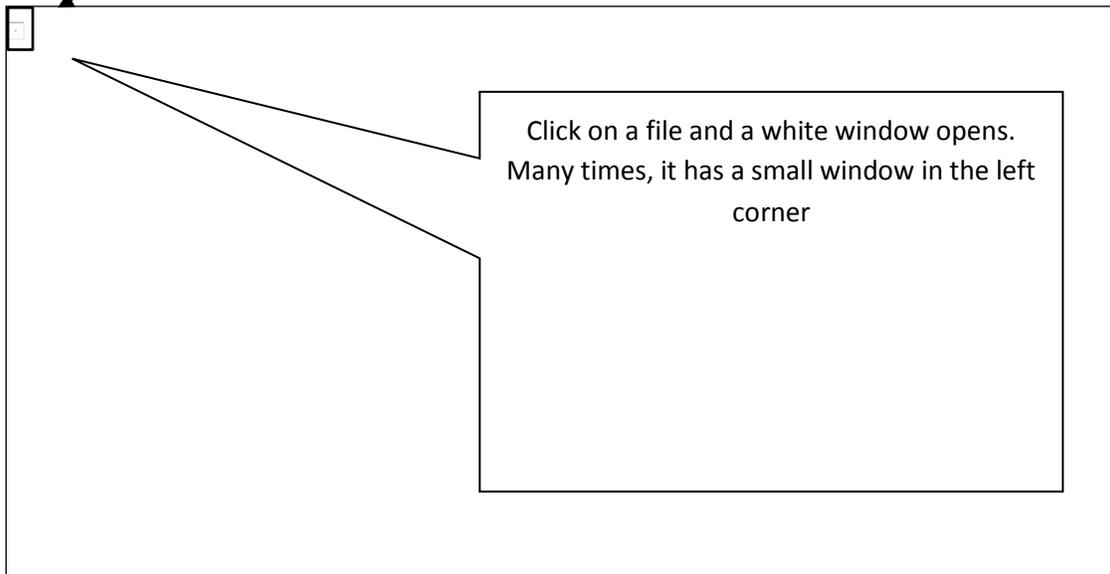
- Successfully installed Silverlight control will provide a screen like the one below



File Viewing Issue

Issue:

User selects to view a file or view a markup on a file. A blank white window or a blank white window with a small box in the upper left window appears.



Resolution Steps

First Time User:

- If running Vista or Windows 7, verify that UAC is disabled. If UAC was enabled during the installation, disable UAC (including the reboot), uninstall the components, and delete the IGC folder from your profile before re-installing.
- Verify that <https://epr.tamarac.org> is in your list of “**Trusted Sites**”.
- If issues persist, increase the permissions for the user account on the PC to Admin/Power User Rights. This should allow the components 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.

