

Tips & Tricks for Troubleshooting

PRIVATE PLANROOM **PLUS**

Private Planroom Plus is ready to go!
Here are a few things to know before getting started.

Note: you must use IVS Pro for takeoffs in Private Planroom Plus. If you have not yet downloaded IVS Pro, please follow the steps below:

Downloading IVS Pro:

1. Be sure to add our new site to your trusted sites list before getting started.
2. Click the following link to install IVS Pro: <http://www.ipinviewer.com/binInstall/IVSPro41Setup.exe>.
3. Need help with IVS Pro? Watch our YouTube help video: <https://youtu.be/OVn1B1e6Raw>

Troubleshooting Common Error Messages

Error Message: *Application cannot be started, contact vendor.*

Solution: Update your browser. To update Chrome to the latest version, please click the following link: <https://chrome.google.com/webstore/detail/meta4-clickonce-launcher/jkncabbipkgbconhaajbapbhokpbgkdc?hl=en-US>

Error Message: *An unhandled exception has occurred, Application has generated an exception that could not be handled."09:08Process id=0x82c (2092), Thread id=0x7b8 (1976). Click OK to terminate the application, click cancel to debug.*

Solutions:

1. Launch the viewer by clicking on the desktop Icon, then go into preferences. Once in preferences, go to program updates and toggle to select "Never Automatically Check."
2. If step 1 fails, check for any recently installed security software - especially firewalls.
3. If both those steps fail, have IT update and fix .Net Security.

Error Message: *Object Reference Not Set to an Instance of an Object.*

Solution: Download default email client <http://ivs.bxohio.com/SetDefaultMailClient.reg>

If you need additional assistance, please call Hailey at 616-949-8650.

