

## ProjectSolve FAQ

### Frequently Asked Questions and Helpful Tips

- Q:** Why does it take so long to download the **ProjectSolve** Plug-Ins, the first time logging on to the System?
- A:** Ensure that you have closed all other programs prior to the installation of the plug-in. If other programs are not closed, it will delay the plug-in process.
- Q:** Why am I not able to see all shop drawings on the Shop Drawing Module Page?
- A:** Check filters on the Shop Drawing Module Page, filters need to be set based on your search. Here are a couple of tips:

#	Contractor Submittal #	Spec Section/Pay Item	Division	Date	Title	Reply Needed By	BIC	Date Assigned	Resolution Date	Days Elapsed
E8j57-0001	Security control station	15483 Above Ground Diesel Tank Fuel Storage tank An	15 Mechanical	April 29, 2009	Diesel Fuel Tank Product Data and Shop Drawing	May 19, 2009		April 29, 2009	April 29, 2009	0
E8j57-0002	2	15483 Above Ground Diesel Tank Fuel Storage tank An	15 Mechanical	April 29, 2009	Aboveground Storage Tank Shop Drawing	May 19, 2009		May 22, 2009	May 22, 2009	23

- Check the “Date Range” filter, has it been set back far enough to see the proper criteria that is being searched?
- Check your “Records per Page” filter. Typically set at 100. If you are not seeing what you think you should be, switch between different records per page. This will usually clear any lockups.

- Q:** **ProjectSolve** is not allowing me to route a shop drawing to another’s Ball-In-Court (BIC), Why?
- A:** Make sure that the shop drawing is not locked by someone else. If it is, then you have to override to take edit rights. At the top of the Shop Drawing Module Page, it will indicate *The Shop Drawing is currently locked for editing by Darlene Nivaggi (PBS&J/TPK). Click here to override and take edit rights.* Click where it says “ Here”.
- Q:** Why am I not receiving **ProjectSolve** Notifications?
- A:** Have you checked your SPAM Filters? If not, please reference the following link, to set your SPAM filters properly in order to receive **ProjectSolve** Notifications.  
[http://design.floridasturnpike.com/prod\\_design/shopdrawings/shopdrawings.html](http://design.floridasturnpike.com/prod_design/shopdrawings/shopdrawings.html), Go to **ProjectSolve** Helpful Tips, open document named” **ProjectSolve** Spam Filter Settings.pdf”

**Q:** I was creating a Shop Drawing in ProjectSolve and received an error message. Do I have to start all over again?

**A:** When creating a shop drawing, occasionally a system error may occur. If you receive an error message (see below example) when attempting to submit the shop drawing, click the Refresh button or the X in the top right-hand corner, and go back to the list of shop drawings on the module page. You will see the item you just created, which may be held in the Contractor's BIC. During your creation of the shop drawing, if you did not upload your .pdf, you can still do so or make any modifications to the shop drawing entry. Once this has been completed, using the "Submit" button, route the shop drawing to the Engineer of Record. If there continues to be a problem, contact the Shop Drawing Administration Group or Robert Laurence for assistance.

#### [ProjectSolve Error Message](#)

Microsoft OLE DB Provider for SQL Server error '80040e10'

Procedure 'update\_shopdrawingdisposition' expects parameter '@dispositionid', which was not supplied.

/eromextrafiles/FloridaTurnpikeEnterprise/turnpikemainline/view\_shopdrawing.asp, line 772

## PDF

**Q:** When I print the PDF, the printed PDF looks different from the PDF uploaded to **ProjectSolve**, Why?

**A:** Ensure that in your Print Queue you have selected "Documents and Markups" under the "Comments and Forms"

**Q:** When I scan my document, the PDF file size is large and takes forever to upload to **ProjectSolve**, Why?

**A:** Check your scanning settings, which should be set at the following:

- Resolution: 300 x 300
- DPI: 300
- Image Mode: 24 Bit Color
- Brightness: 160
- Contrast: 130

If your document still seems too large you can print to a PDF, following the procedure below. This will reduce the file size substantially and will take less time uploading to **ProjectSolve**.

**The file being used is 17 pages and started off at 25,134 KB. This is quite large for a 17 page document.**

Special Mast Arm Structures (Homestead) ....	25,134 KB	Adobe Acrobat Document	6/11/2009 1:47
Special Mast A		Adobe Acrobat Document	6/11/2009 2:07
Special Mast A	Special Mast Arm Structures (Homestead) .pdf	Adobe Acrobat Document	6/11/2009 1:49
Spyware Doc	Type: Adobe Acrobat Document	Adobe Acrobat Document	2/12/2007 11:4
spyware-doc	Size: 24.5 MB	Adobe Acrobat Document	2/28/2007 11:5

**From the "File" Menu select "Print"**

The screenshot shows the Adobe Acrobat Professional interface. The 'File' menu is open, and 'Print...' is highlighted with a red circle. The background document is a PDF titled 'Special Mast Arm Structures (Homestead) .pdf'. It features the BSI & logo and the Florida Department of Transportation logo. The document content includes the following details:

**Community Asphalt Corporation**  
4005 N.W. 186<sup>th</sup> Street  
Dade City, FL 33018

**Date:** September 20, 2007  
**FPID No.:** 422816-1-52-01  
**Contract No.:** E8i14  
**County:** Miami-Dade  
**Subject:** Bird Rd/Homestead  
ORT Lite Design/Build

**TPK Sub. No.:** E8i14-0007  
**Contractor Sub. No.:** 5910-007  
**EOR Sub. No.:** 0007

**Author:** Aurelio Matos  
**Title:** Special Mast Arm Structures

**Select "Adobe PDF" as the "Printer"**

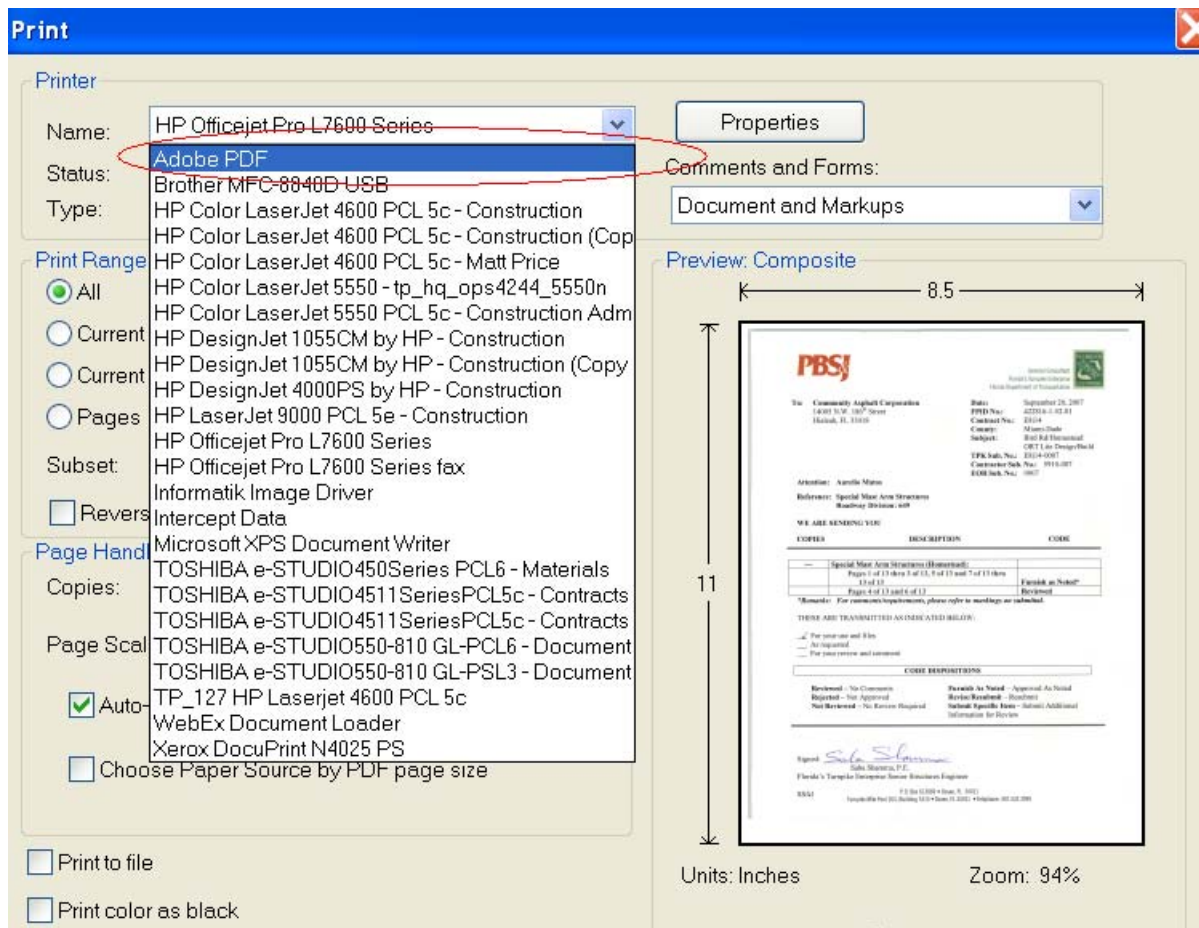
**Print**

Printer: HP Officejet Pro L7600 Series  
Name: HP Officejet Pro L7600 Series  
Status: Brother MFC-8840D-USB  
Type: HP Color LaserJet 4600 PCL 5c - Construction  
HP Color LaserJet 4600 PCL 5c - Construction (Cop  
HP Color LaserJet 4600 PCL 5c - Matt Price  
HP Color LaserJet 5550 - tp\_hq\_ops4244\_5550n  
HP Color LaserJet 5550 PCL 5c - Construction Adm  
HP DesignJet 1055CM by HP - Construction  
HP DesignJet 1055CM by HP - Construction (Copy  
HP DesignJet 4000PS by HP - Construction  
HP LaserJet 9000 PCL 5e - Construction  
HP Officejet Pro L7600 Series  
HP Officejet Pro L7600 Series fax  
Informatik Image Driver  
Intercept Data  
Microsoft XPS Document Writer  
TOSHIBA e-STUDIO450Series PCL6 - Materials  
TOSHIBA e-STUDIO4511SeriesPCL5c - Contracts  
TOSHIBA e-STUDIO4511SeriesPCL5c - Contracts  
TOSHIBA e-STUDIO550-810 GL-PCL6 - Document  
TOSHIBA e-STUDIO550-810 GL-PSL3 - Document  
TP\_127 HP Laserjet 4600 PCL 5c  
WebEx Document Loader  
Xerox DocuPrint N4025 PS

Print Range: All, Current, Current, Pages, Revers, Page Hand, Copies, Page Scal, Auto, Choose Paper Source by PDF page size

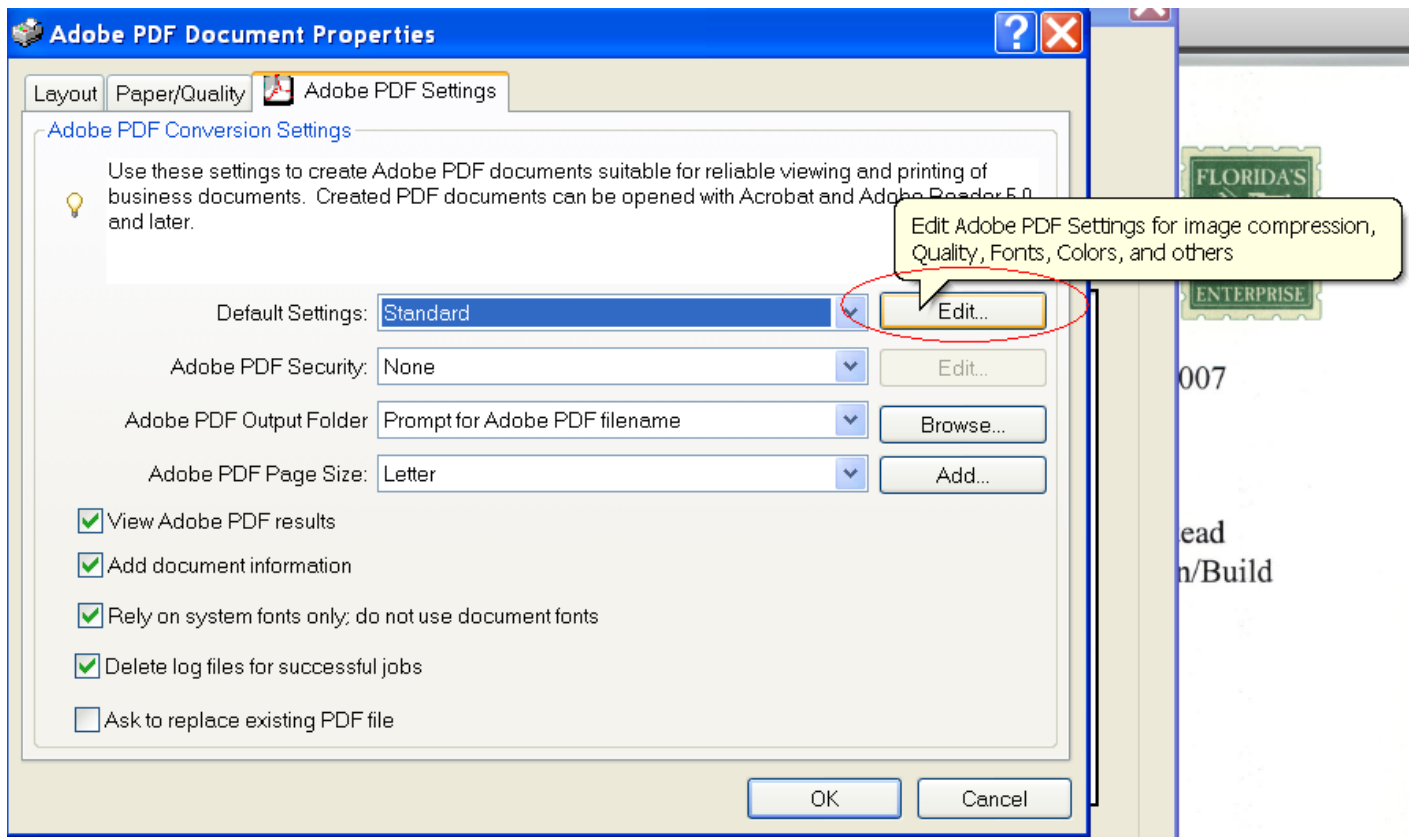
Properties  
Comments and Forms: Document and Markups

Preview: Composite  
8.5  
11  
Units: Inches  
Zoom: 94%



The screenshot shows a Windows-style print dialog box. At the top, there's a blue header with the word "Print" and a close button. Below it, the "Printer" section shows a dropdown menu with "HP Officejet Pro L7600 Series" selected, and a list of other printers including "Adobe PDF" and "Brother MFC-8840D-USB". To the right of the printer list is a "Properties" button. Below the printer list, there are options for "Print Range" (All, Current, Pages), "Page Hand", "Copies", "Page Scal", and "Auto". At the bottom left, there are checkboxes for "Print to file" and "Print color as black". On the right side, there's a "Comments and Forms" dropdown menu set to "Document and Markups". Below that is a "Preview" section showing a composite image of a document page. The page has a width of 8.5 inches and a height of 11 inches. The document content includes a header with "PBSJ" logo, a date of September 25, 2007, and a list of project details. There are also tables for "WE ARE SENDING YOU" and "CODE DISPOSITIONS".

Click on the "Edit" button next to "Default Settings"



**Change the "Resolution" to 300 dpi**

Description

Use these settings to create Adobe PDF documents suitable for reliable viewing and printing of business documents. Created PDF documents can be opened with Acrobat and Adobe Reader 5.0 and later.

File Options

Compatibility: Acrobat 5.0 (PDF 1.4)

Object Level Compression: Tags only

Auto-Rotate Pages: Collectively by File

Binding: Left

Resolution: 300 dots per inch

All Pages

Pages From:  To:

Embed thumbnails

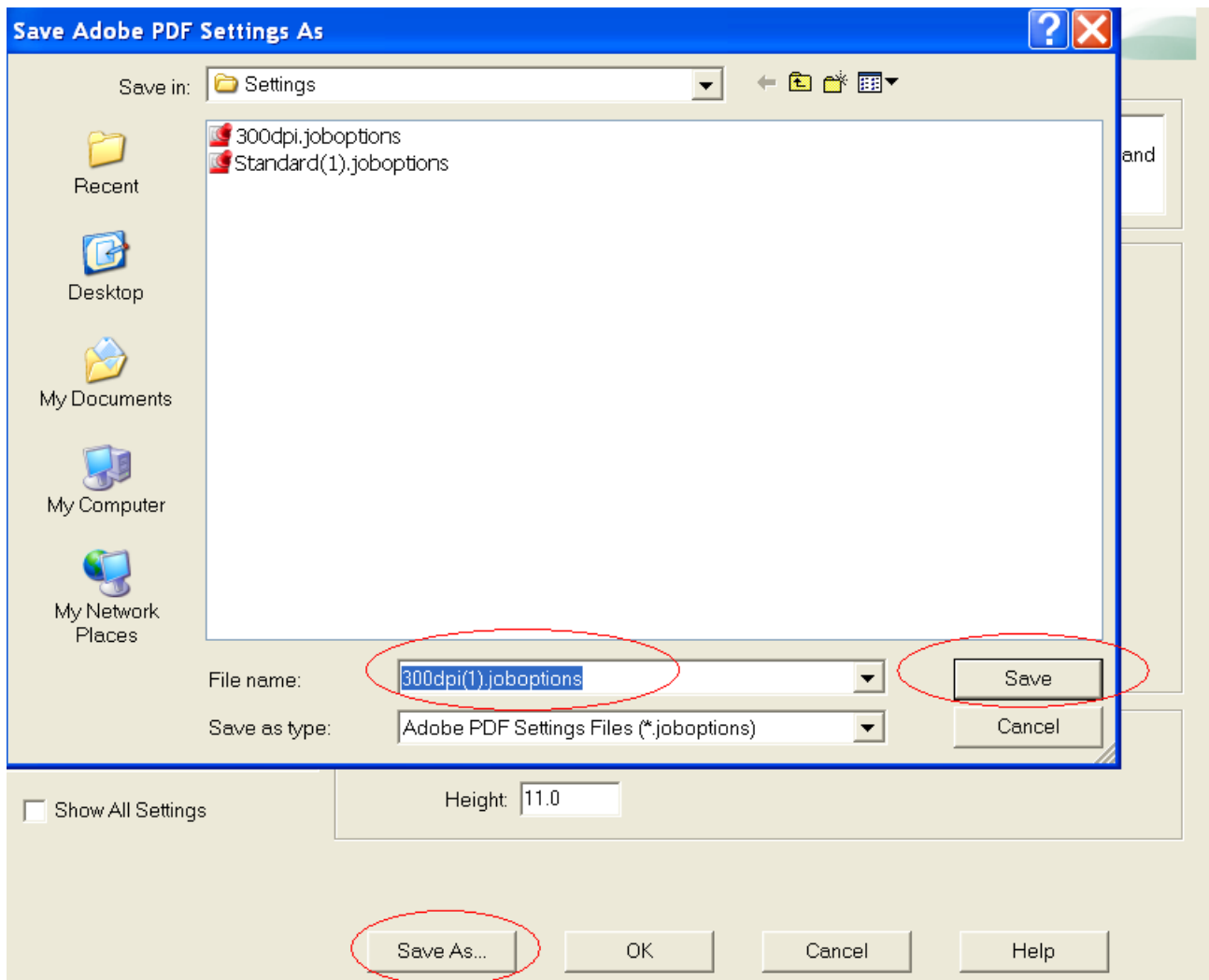
Optimize for fast web view

Default Page Size

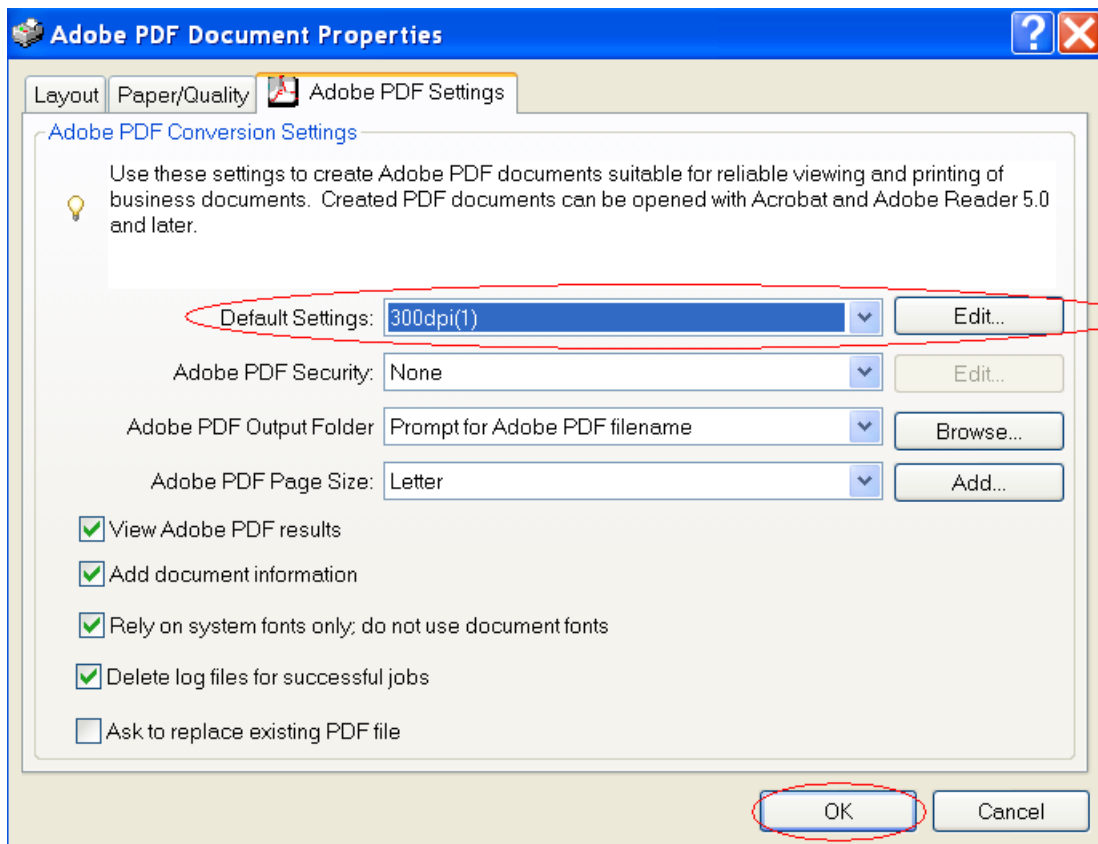
Width: 8.5 Units: Inches

Height: 11.0

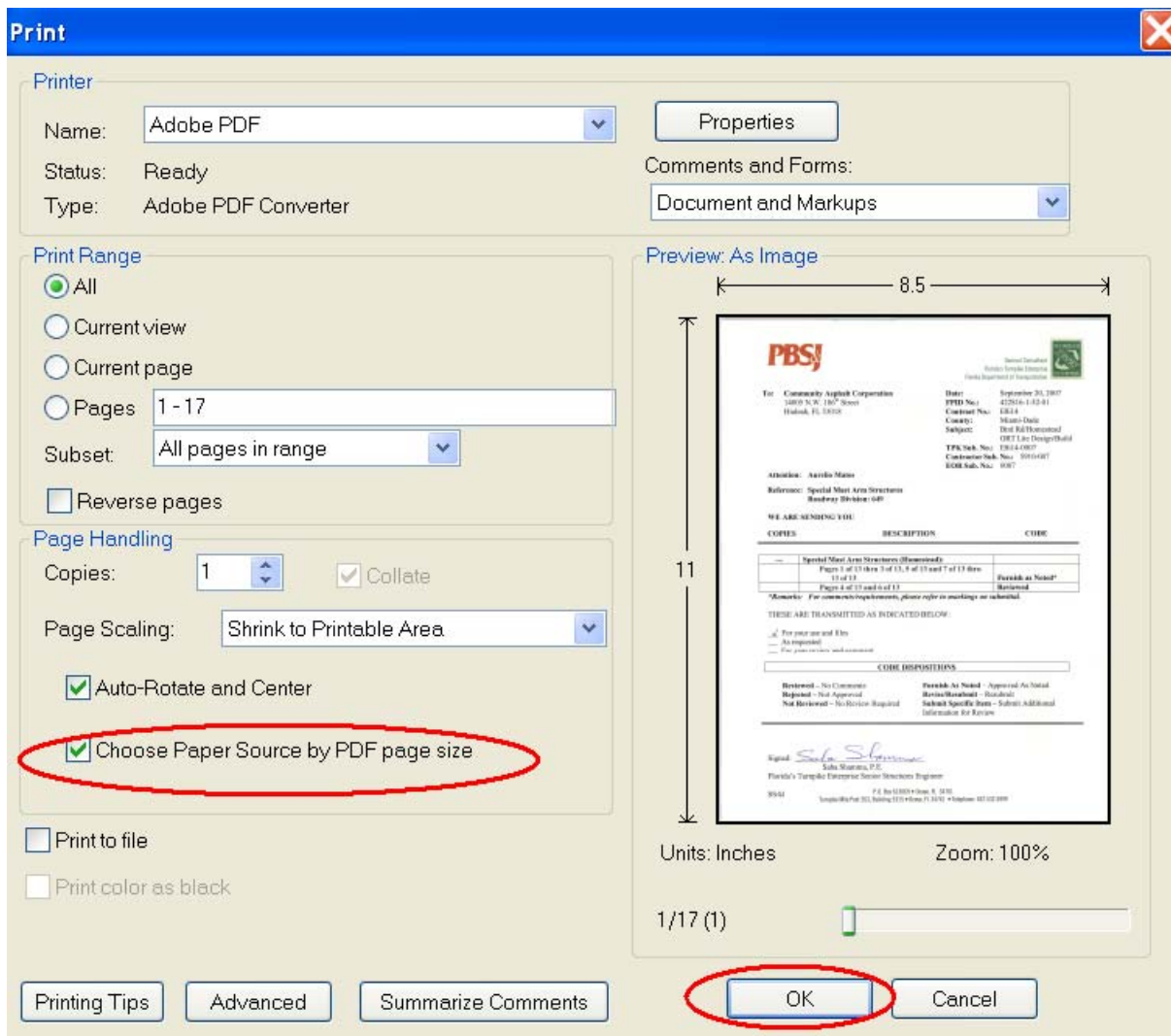
**Click on "Save As". Give your new Default Profile a name, like 300dpi.joboptions" and click "Save"**



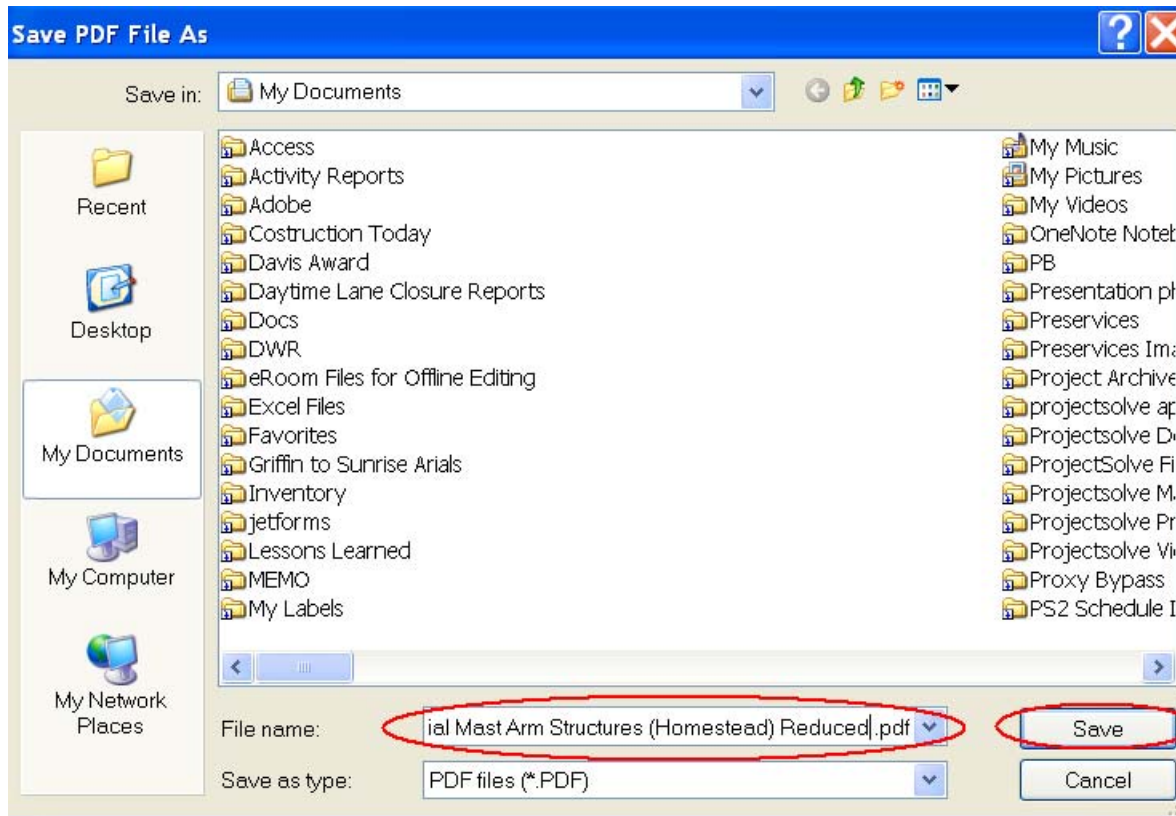
***Make sure your "Default Settings" are using your new profile and press "OK"***



***Be sure to check the box next to "Choose Paper Source by PDF page size" then click "OK" to print***



Select a new name for your reduced file and click "Save"



**The new file has now been downsized to 5,817KB**

Special Mast Arm Structures (Homestead) ....	25,134 KB	Adobe Acrobat Document
Special Mast Arm Structures (Homestead) R...	5,816 KB	Adobe Acrobat Document
Special Mast Arm Structures Shop Drawings	2,286 KB	Adobe Acrobat Document
Special Mast Arm Structures Special Mast Arm Structures (Homestead) Reduced .pdf		ent
Spyware Doctor PB Lic.pdf	Type: Adobe Acrobat Document	ent
spyware-doctor-enterprise li	Size: 5.67 MB	ent

**Q:** What is the difference between a Submittal and a Shop Drawing within the **ProjectSolve** System?

**A:** In the **ProjectSolve** System, Submittals are elements which require review and/or submission to the CEI, as part of the Contract Documents. Here are a few examples: Quality Control Items, Contractor’s Means and Methods, QPL Items, Material Certifications, Test Reports, etc.

A shop drawing, as defined in the Standard Specifications for Road and Bridge Construction, 2007 Edition, Section 5-1.4.1, states (a)“ All working, shop and erection drawings, associated trade literature, calculations, schedules, manuals and similar documents submitted by the Contractor to define some portion of the project work. The type of work includes both permanent and temporary works as appropriate to the project.” In addition, please reference Items (b) through (k), listed under this same section.