

Open the RocketDocs Viewer



Table of Contents

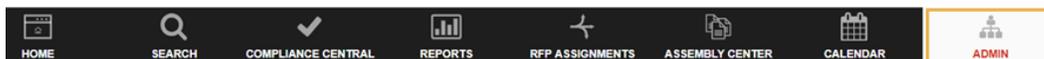
Opening the Viewer	1
Troubleshooting	3
Message: No document is open to perform the operation	3
No message or error but the document doesn't display properly	4
Troubleshooting Proxy Settings	12



Opening the Viewer

No administrative rights are necessary to open the Viewer.

1. Close the viewer if open.
2. Log in to your PMAPS application.
3. Go to the [ADMIN](#) page.



4. Click [Open the WebPro Viewer](#) and follow the on-screen prompt open the [ViewerLauncher](#).



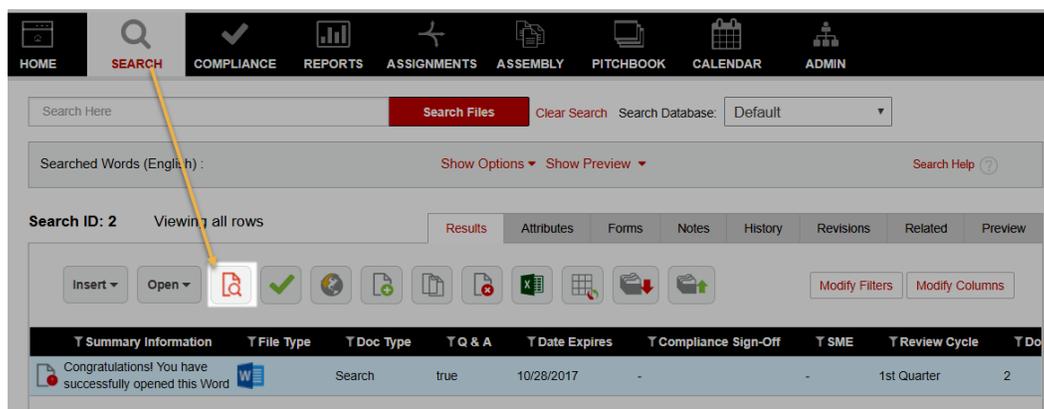
5. Wait for the viewer toolbar to load.



6. Go to the [Search](#) page.

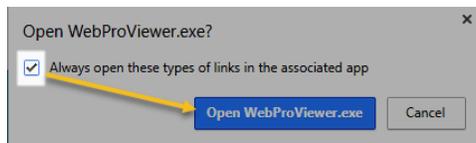


7. View any document by clicking the [View Document](#) icon.





8. If you receive a prompt from the browser asking to "Open WebProViewer.exe" choose the option to allow as well as any option to remember the choice or not be asked again. The message will vary by browser. Support browsers include IE 11, Google Chrome, and Microsoft Edge.



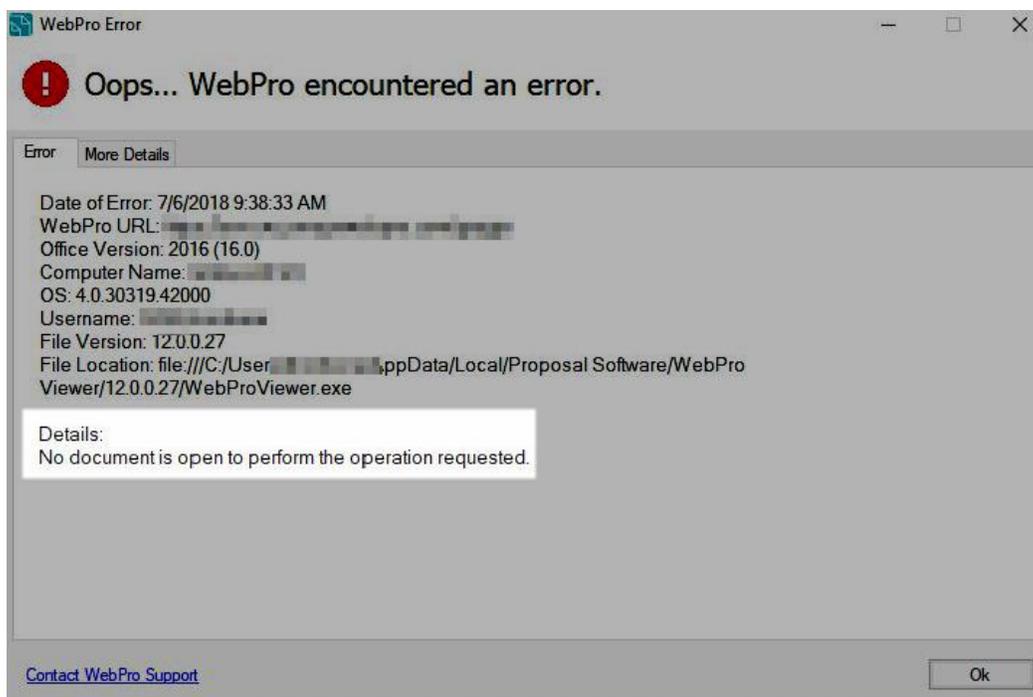
Once the document opens successfully, this one-time process is complete. Going forward the viewer will open automatically for any feature that uses the viewer.



Troubleshooting

Message: No document is open to perform the operation

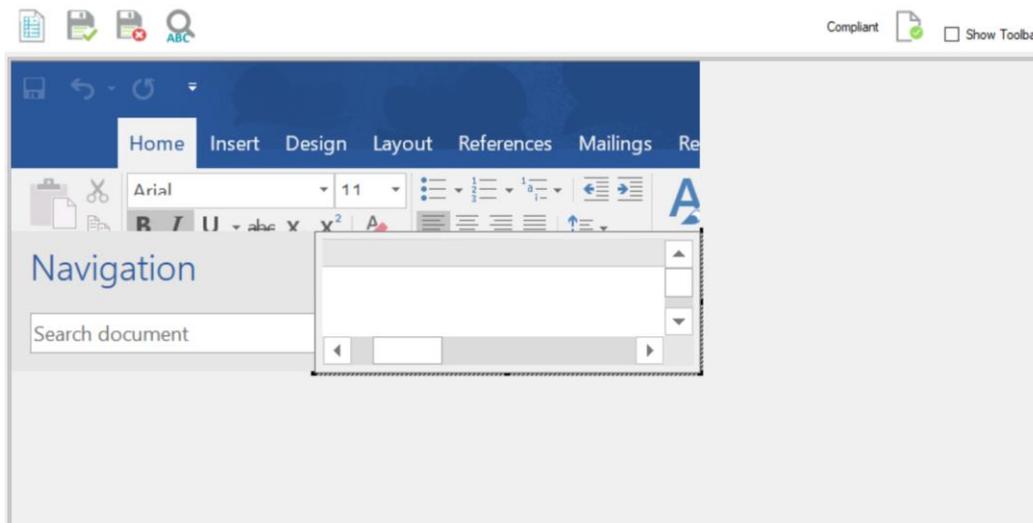
System.Runtime.InteropServices.COMException (0x80041107): No document is open to perform the operation



In Windows 10, the [Display Scale & Layout](#) is often set to 150% for smaller displays—like laptop screens. Then, the screen resolution is set to a large DPI. Our recommendation for using PMAPS is to set the [Display Scale and layout](#) for every display at a maximum of 125%. The error above occurs when the display is set to 150% on a smaller display (e.g., a laptop). Because all displays can be set to scale differently, even just having the one smaller laptop screen to 150% will result in this error. To resolve this error, refer to [Option 1](#) below to adjust the Windows scaling at the computer level. Refer to [Option 2](#) to set the Viewer to ignore the DPI scaling.



No message or error but the document doesn't display properly



In Windows 10, the [Display Scale & Layout](#) is often set to 125% for displays other than laptops. Then, the screen resolution is set to a large DPI. Our recommendation for using PMAPS is to set the [Display Scale and layout](#) for every display at a maximum of 125%. The display issue above occurs when the display is set to 125% on a medium/large display (e.g., external display). Because all displays can be set to scale differently, it is important that no display scaling is set above 125%. To resolve this display issue, refer to [Option 1](#) below to adjust the Windows scaling at the computer level. Refer to [Option 2](#) to set the Viewer to ignore the DPI scaling.

Option 1: Use the Windows recommended Display Scale and Layout

This option changes the Windows [Scaling & Layout](#) to 100% for all Windows applications. Then, adjust the screen resolution to compensate. The benefit of this option is that you'll have larger windows, in general, so there is more space to see more of your PMAPS records.

Click the link below to observe a quick video that shows how to make these changes:

www.pmapswebpro.com/events/2018/cases/windows10_modify_scale.mp4

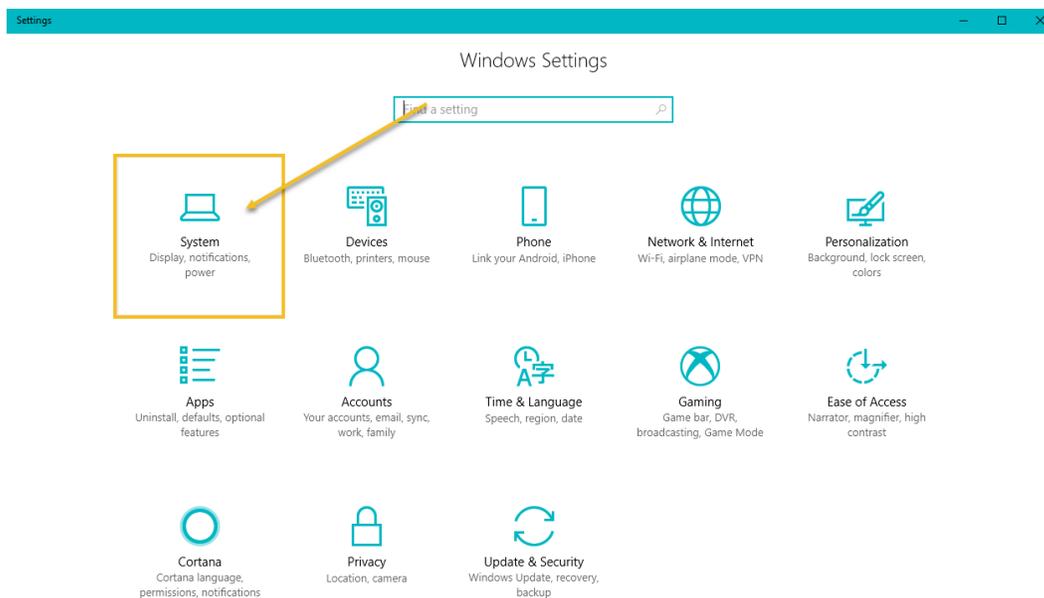
Below are step-by-step instructions. Please note that you will be required to sign out of Windows to apply these changes.



1. Click on the Windows flag menu and then click on the **Settings** button.

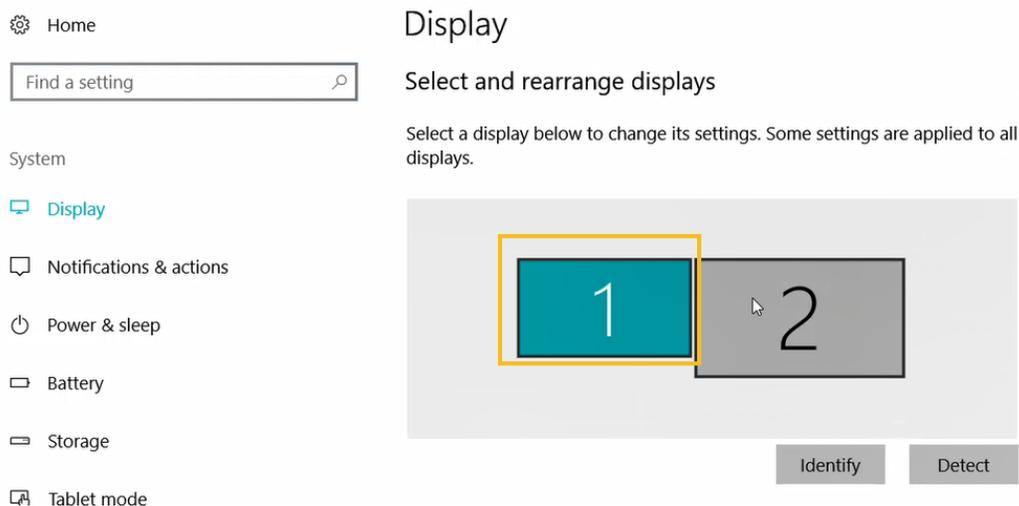


2. Click the **System** button.

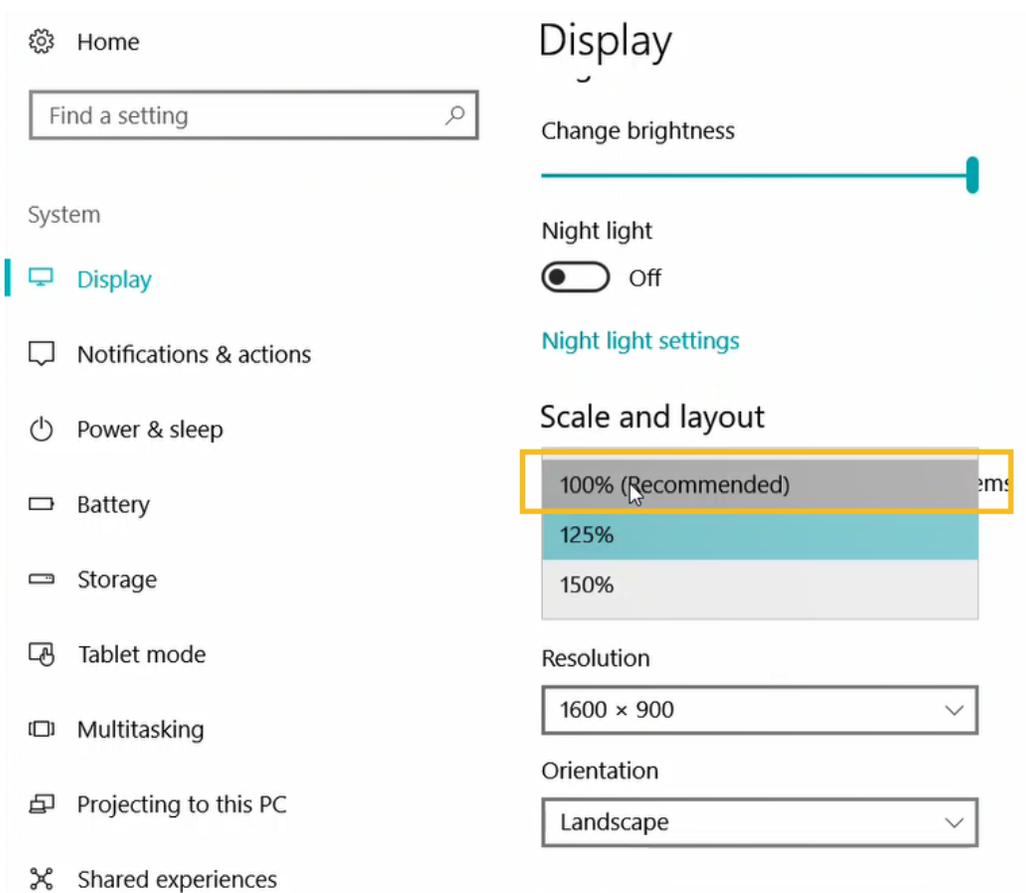




3. Select **Display 1** (or the display if there is only 1).



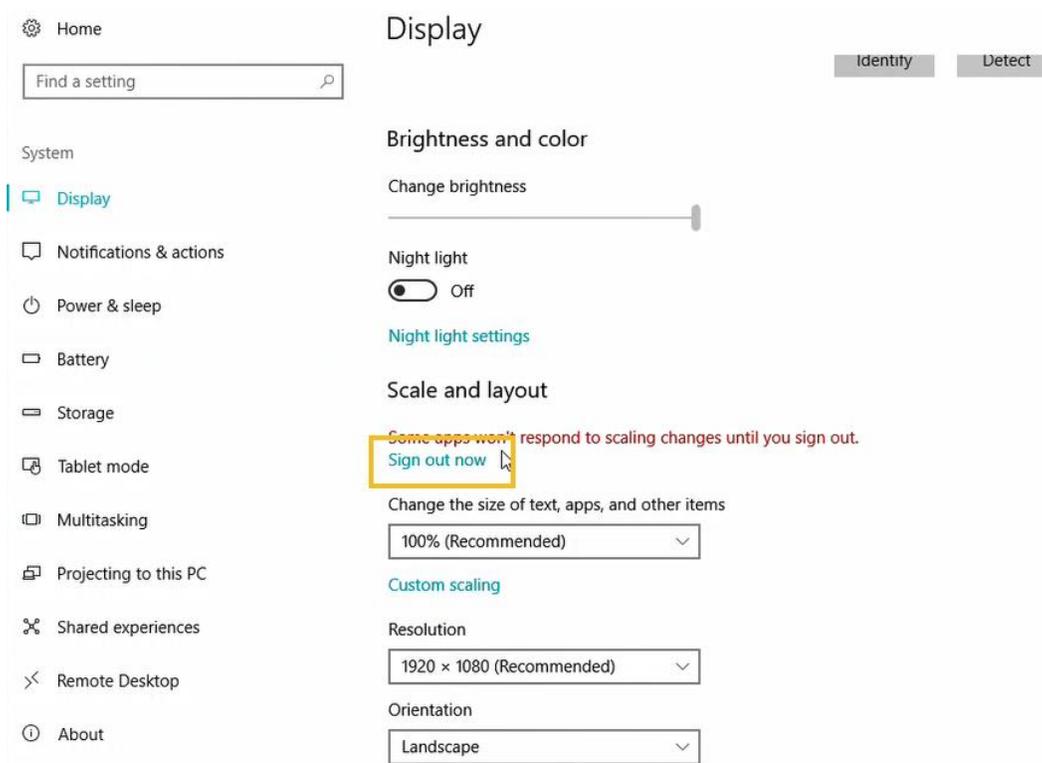
4. Under **Scale and layout**, choose **100% (Recommended)**.



5. Repeat steps 3 and 4 for all your displays (if multiple).



6. Save all work and close any open applications and then click [Sign out now](#). This step is necessary to retain your changes.



Once you have signed into Windows again, you can change your screen [Resolution](#) as appropriate in the same area ([Display](#) from [Settings](#)). You won't need to sign out for those changes, only the [Scale and layout](#) options require signing out to retain the changes.

Option 2: Override Scaling

This option overrides the scaling for your system while using the PMAPS Viewer. In order to use this setting, the highest scaling that can be used for a small display (e.g., a laptop), is 125%. The benefit of this option is that the change only affects the PMAPS Viewer. **Please be sure to reboot your computer and follow the steps below BEFORE opening any programs. Applications may not be open when you make these type of Windows/System changes.**

Click the link below to observe a quick video that shows how to make these changes:

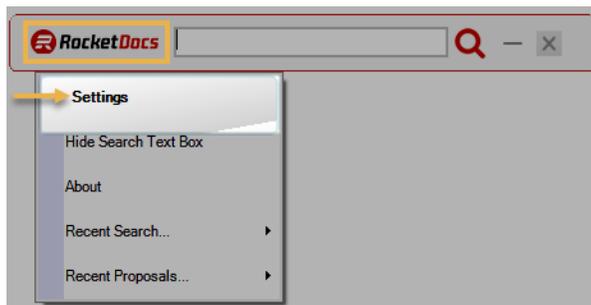
http://www.pmapswebpro.com/events/2018/cases/windows10_override_scale_for_pmaps.mp4

Below are step-by-step instructions.

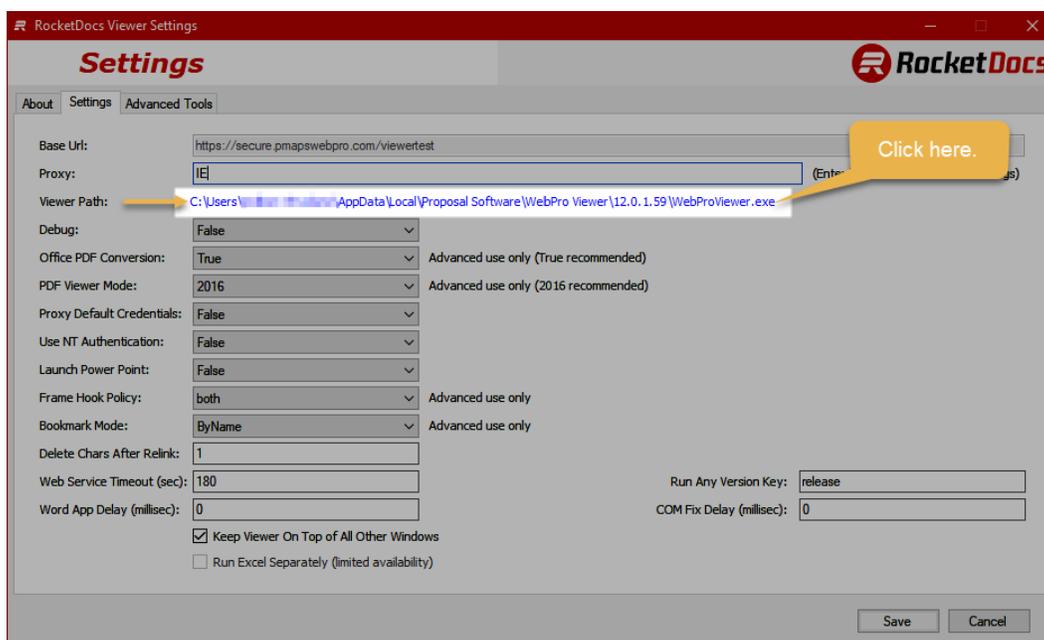
1. Reboot your computer.
2. Log in to PMAPS.
3. Go to the [ADMIN](#) page and click on [Open the WebPro Viewer](#).



- Once the viewer toolbar is open, right-click on the **PMAPSWEBRO** logo, and choose **Settings**.

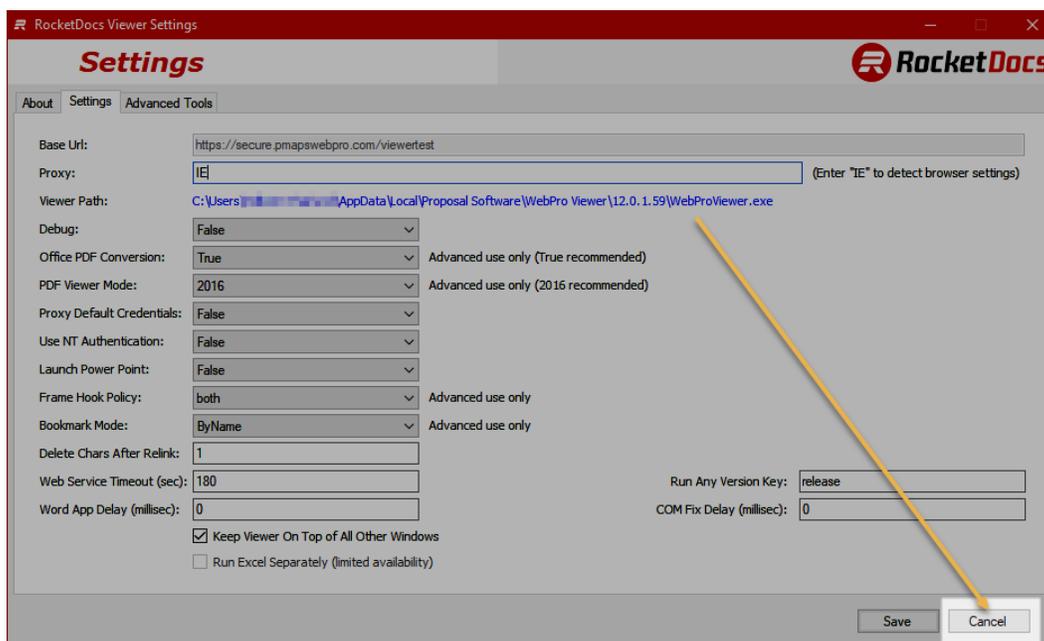


- Click the **Viewer Path** link to quickly open the folder location.

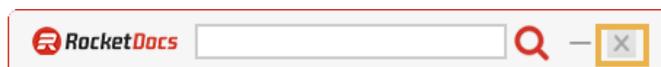




6. Go back to the **Viewer Settings** window and click **Cancel**. Make sure the viewer is closed before proceeding.

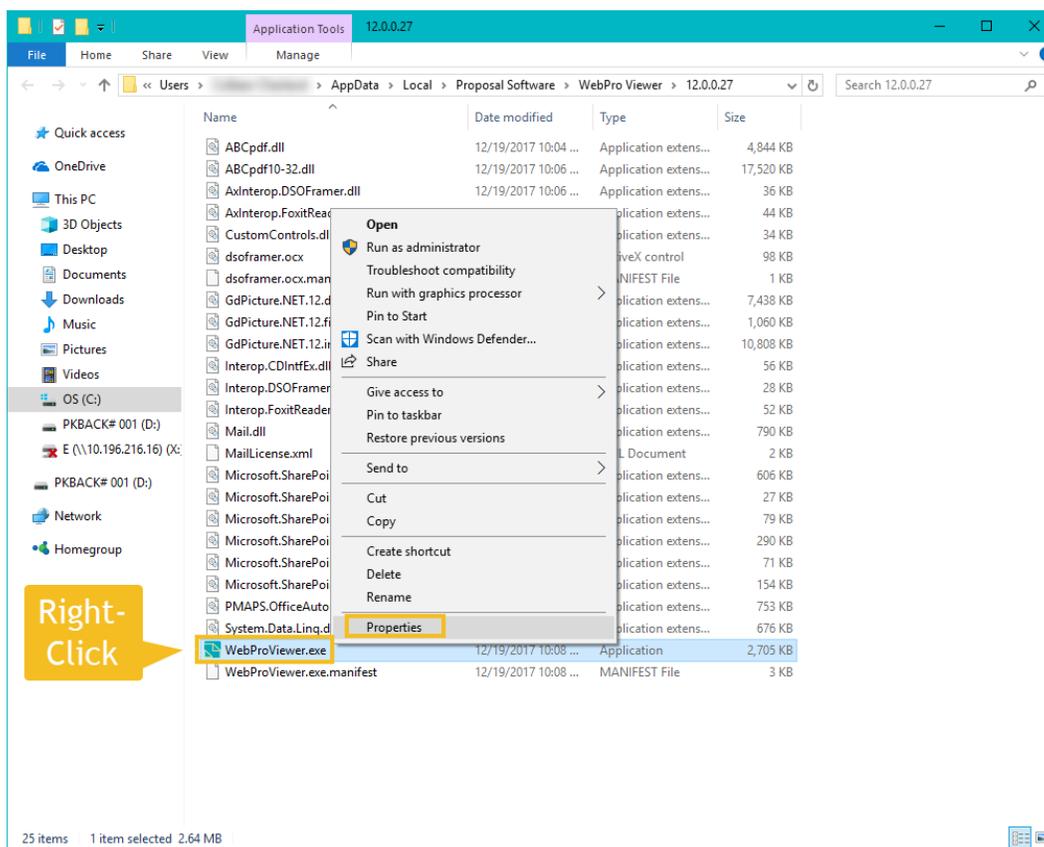


7. On the viewer toolbar, click the **Exit** button.



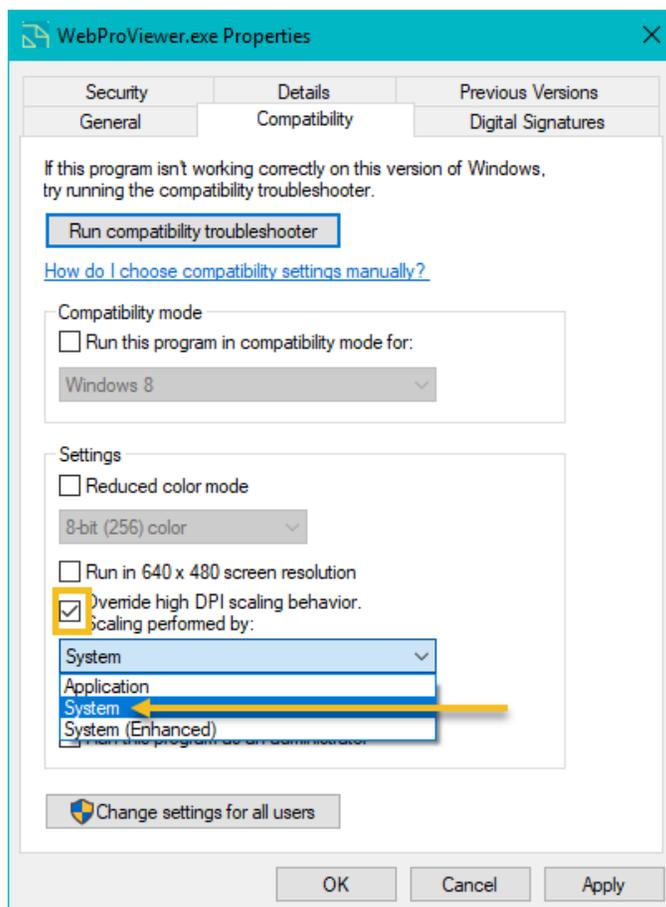


- Go back to the File Explorer window and right-click on the `WebProViewer.exe` (depending on your settings you may not see the “.exe” portion).



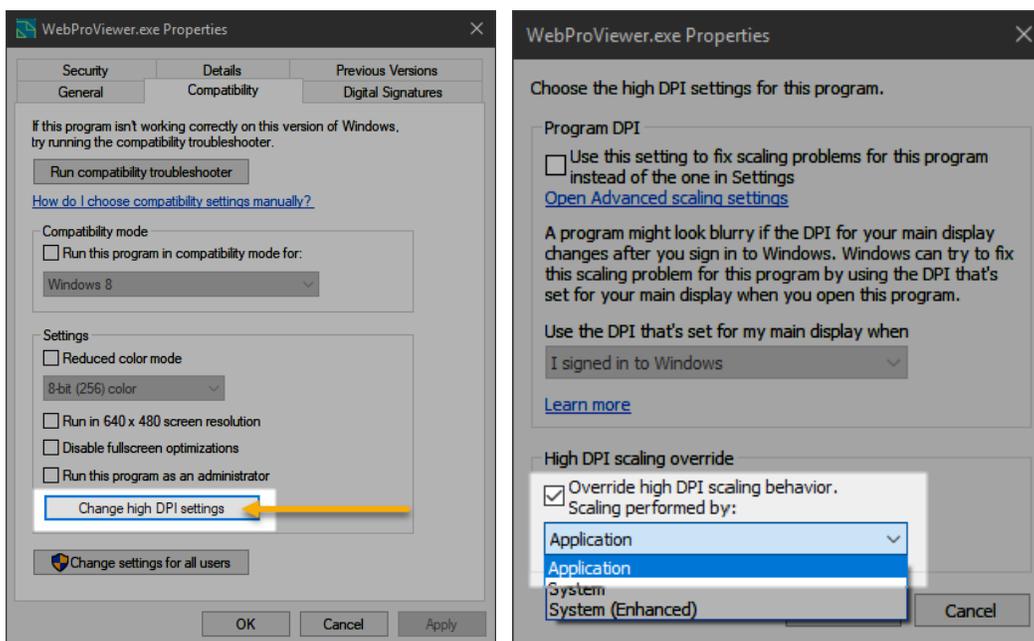


9. Depending on your version of Windows 10, follow option "a" or "b" below based on the screen shot.
 - a. Check the box next to **Override high DPI scaling behavior**. **Scaling performed by:** and choose **System**. Click **Apply**, and then **OK** to close the window.





- b. Click [Change high DPI settings](#). Check the box next to [Override high DPI scaling behavior](#). [Scaling performed by:](#) and choose [System](#). Click [OK](#) to close the window.

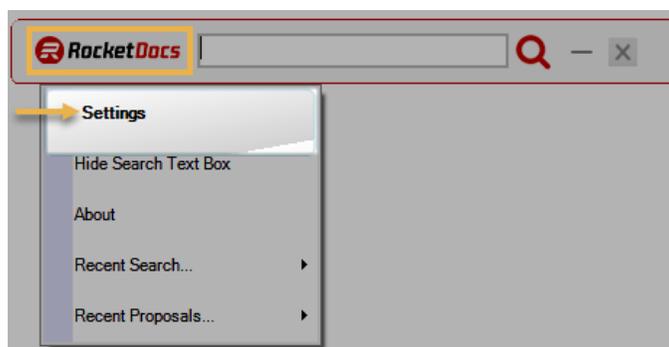


10. View any document in [SEARCH](#) to confirm the document now displays correctly.

Troubleshooting Proxy Settings

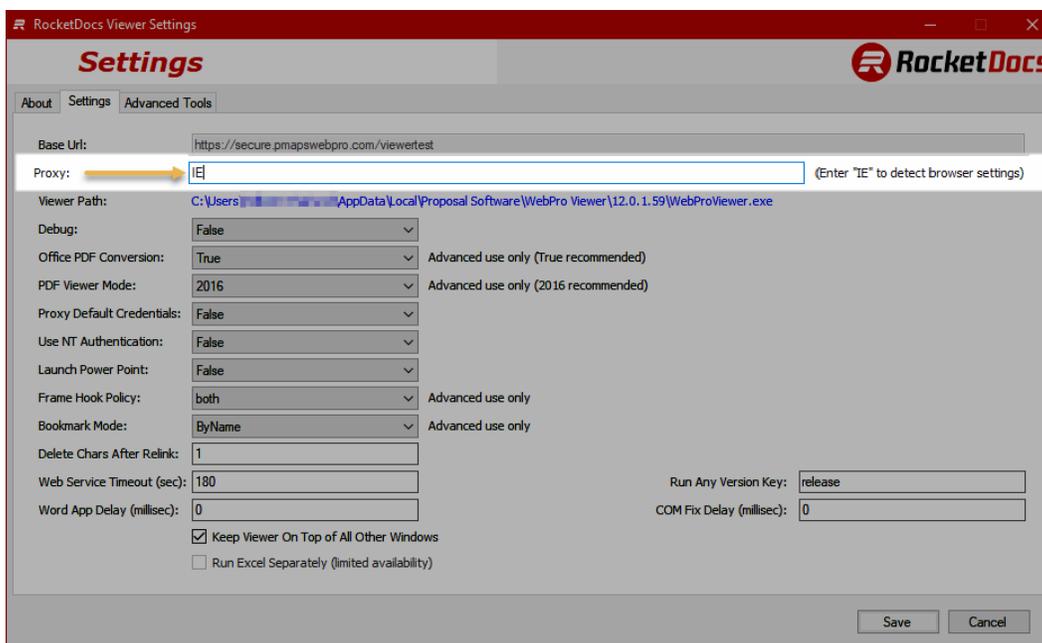
If you receive errors when using the Viewer which are specific to your proxy settings, please follow the steps below. (You may need to contact your IT for some of these values however you do not need Administrative rights to make these changes).

1. Open the PMAPS viewer.
2. Right-mouse click the [PMAPS WEBPRO](#) logo and select [Settings](#).





3. Start by typing **IE** in the **Proxy** field (this will attempt to use the local IE proxy settings), and then click **Save**. Close and open the viewer (as required to make these changes permanent). Repeat the command that caused the error. If the error persists, go to step 4.



4. Enter the company's hard-coded proxy address in the **Proxy** field. The format should be: `http://proxyname.com:portnumber`. Repeat the command that caused the error.

If the error reported is an authentication or credentialing error change the **Proxy Default Credentials** field to **True**. Change the **Use NT Authentication** field to **True** if authenticating the proxy with the user's active directory credentials.

