

## e-PLAN Frequently Asked Questions

Created: 21 September 2008  
Modified: 05 Sept 2014

### **Q 1 : Are the Username and Password case sensitive?**

Yes, they are

### **Q 2 : What is the date format used in e-PLAN?**

Date format used is dd/mm/yyyy (day/month/year)

### **Q 3 : What are the minimum system requirements for BlueCielo Meridian Enterprise Netviewer ?**

Processor : Intel Pentium 4 or better  
Operating System : Windows XP Professional, Windows 2000, Windows 2003 with Internet Explorer version 8 and above  
Memory : 512 MB  
Disk Space : 110 MB

### **Q 4 : After searching for the plans that I wanted, what shall I do to view the plan closely ?**

The searched results is displayed in navigation view.

- a. Double-click the name of the selected plan which is located on the column left of plan No
- b. "Document" Property page is displayed showing thumbnail view of the plan, it's revision, file format, location information and the document workflow information.
- c. Double-click the thumbnail view and the plan will be displayed in the Document Viewer.
- d. To view the plan closely, click the zoom icon from the Viewer Toolbar located on the left-hand site in the "Document Viewer". By moving the mouse cursor over the tool icon, a tooltip will appear making it easy for us to know what the tool icon is for thus enabling us to use it correctly. Tooltips for each of the tool icon starting from the top :- zoom, zoom in, zoom out, Fit Document in Window, Actual Size, Pan, Previous View, Rotate 90 degrees, mirror Horizontally, mirror Vertically, Document Information.

### **Q 5 : What are the file format available in e-PLAN?**

File format available in e-PLAN are JPG, GIF, PNG, BMP, TIF(F), DWF, DWG.

### **Q 6 : The plan that I wanted to upload are quite big in size. What shall I do to make the size smaller?**

You may reduce/optimize the plans by using 3rd party softwares such as ACD See, Image Optimizer etc.

### **Q 7 : I have selected a few plans to download. Do I have to download one by one or can I do a batch download?**

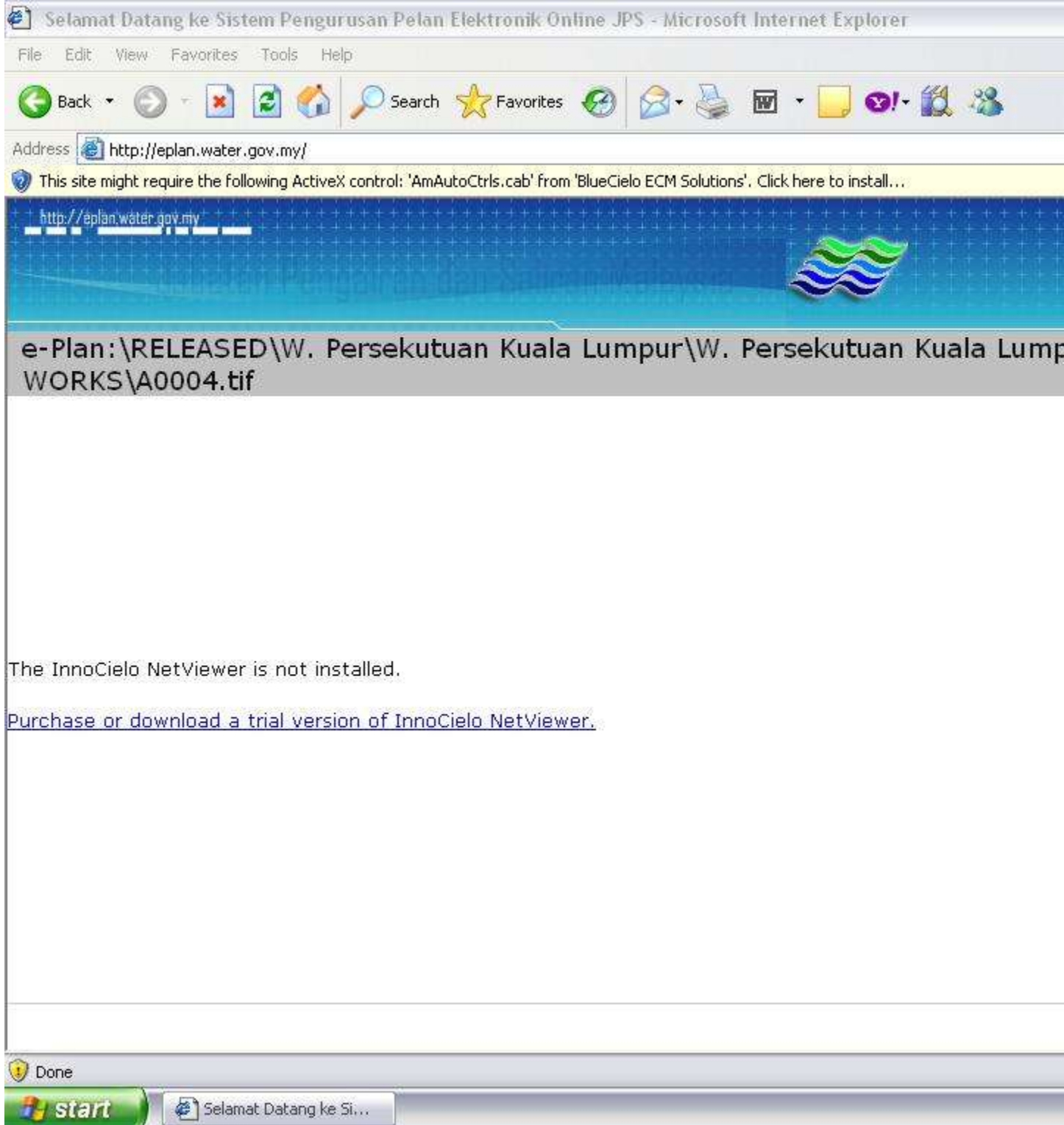
You have the options to either download the plans one by one or you can also do a batch download. To do a one by one download, you can do it in the navigator view or the Document property page view but you can only do batch download from the navigator / explorer view. For details, please refer to Section E of e-PLAN User Guide.

### **Q 8 : How do I get a copy of the latest e-PLAN User Guide?**

You can download the User Guide from the e-PLAN web page :  
URL : (<http://eplan.water.gov.my/index.asp>) or just e-mail your request to us through [eplan@water.gov.my](mailto:eplan@water.gov.my). We will forward it to you as soon as possible.

**Q 9 : What will happen if I did not install BlueCielo Meridian Enterprise Netviewer?**

You will be able to view the information of the plan but NOT the plan and the system will display a message informing you that InnoCielo is not installed as shown below :



The InnoCielo NetViewer is not installed.

[Purchase or download a trial version of InnoCielo NetViewer.](#)

**Q 10 : What is the difference between accessing e-PLAN via LAN and INTERNET?**

To access e-PLAN via LAN, you must access through a PC which has been configured as an e-PLAN workstation but if through INTERNET, you can access through any PC which is internet ready and installed with IC Netviewer if you want to see the plan as explained above in Q.9.

**Q 11 : What are the advantages of doing data entry via LAN (workstation)?**

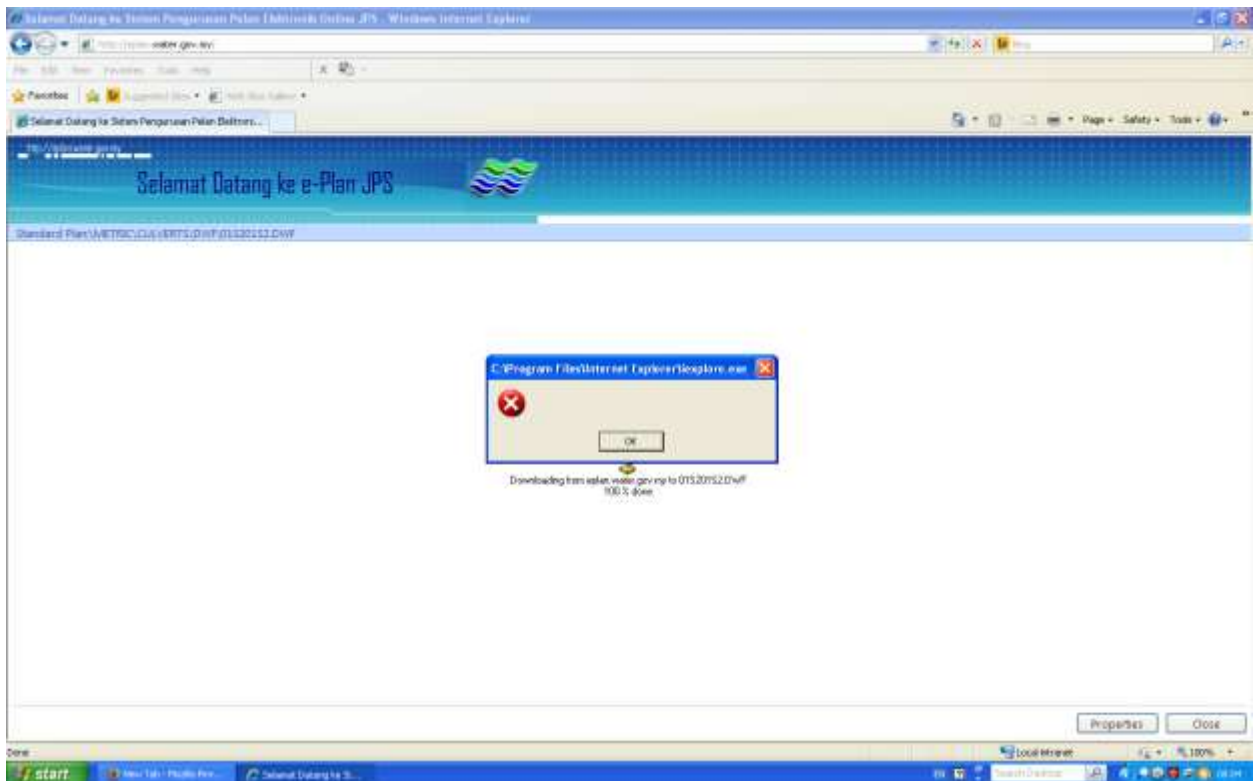
- I. You can add document by using the Drag and Drop technique
- II. You can add multiple document with the same main title without having to type in the same information repeatedly.

**Q 12 : Can I get a report from the e-PLAN system showing information of all the documents that have been uploaded ?**

YES but only via LAN. For details on how to do it, Please refer to document attached.

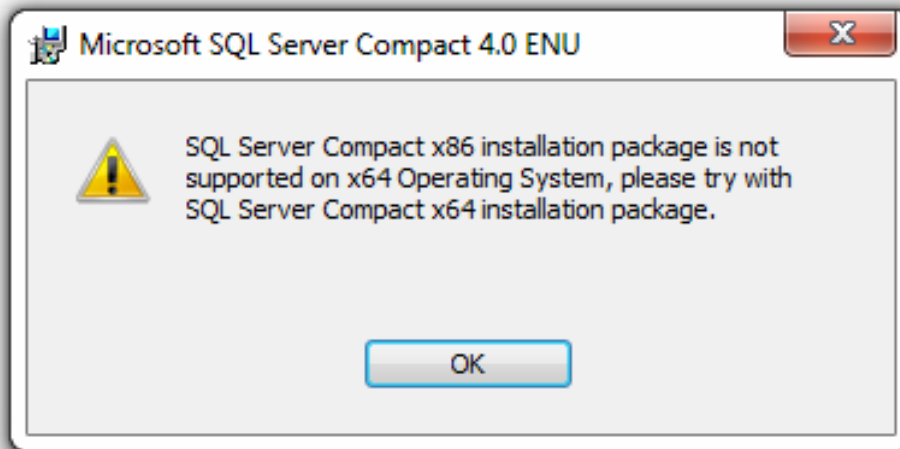
- a. [Laporan](#) (1.0 MB)

**Q 13 : Attached is a print screen of the error when I want to open the drawing/plan. What should I do to overcome this problem/error?**



You should install Microsoft SQL Server Compact according to the Windows version you are using. Please ensure you have the privileges as an Administrator on your computer before you proceed with the installation or you should contact your Administrator to install it for you. The installer may be found from ePlan Muat Turun. For windows XP user please download Microsoft SQL Server Compact 3.5, Windows 7 (32 bit)'s user please download Microsoft SQL Server Compact 4 (32 bit) and for Windows 7 (64 bit)'s user please download Microsoft SQL Server Compact 4 (64 bit).

**Q 14 : Attached is a print screen of the error when I want to install Microsoft SQL Server Compact 4.0. What should I do to overcome this problem/error?**



This error occurred because you are using a 64 bit Windows. In order to have it right, please used or download Microsoft SQL Server Compact 4 (64 bit).