



**PLANNING AND GROWTH MANAGEMENT
STORAGE TECHNOLOGY ONLINE RESEARCH ENVIRONMENT
PGM STORE**

**TROUBLESHOOTING INFORMATION
DECEMBER 2010**

Below are several items which may cause confusion or misload errors with the PGM STORE software application:

- 1. Pop Up Blockers Turned On:** Most internet users have pop up blockers turned on. Your pop up blockers must be turned off while trying to utilize PGM STORE. The software application functions through a series of pop up menus which will not open unless your pop up blockers are disabled.
- 2. Java Script Download:** PGM STORE runs on a java script. You must find one that is compatible with your computer system and still supports PGM STORE. Go to www.java.com to get the latest versions of Java script. There are no charges for this service.
- 3. Since February 2009, Java has altered their scripts.** If you are using the latest Java script and are also using Microsoft Internet Explorer (IE) Version 7.0, you will have a problem using the Query function within PGM STORE. To verify what version of IE you are using, click on the Help button in your top tool bar, go to the About Internet Explorer prompt, once open, the version information displays. If you are on IE version 7.0, to resolve the Query issue: open PGM STORE, log on under the public/public userid/password log in. Once you have the PGM STORE Optix Screen List drop down menu open, use your mouse to CLOSE the base screen behind the drop down menu which has the Welcome to the Planning and Growth Management Department title on it. By closing out this base screen, the java script will reconnect to the Optix Screen List drop down menu and your Query function will then work within PGM STORE.
- 4. Specialized Tool Bars:** PGM STORE does not function with some tool bars. The tool bars have coding which block drop down menus. Example: If you use Google for searches and have a Google tool bar downloaded to your internet base screen, some software applications we utilize will not open because of the Google tool bar. You will need to remove the Google tool bar, use your software application, and then pull your Google tool bar back down.
- 5. MSN USERS:** msn.com does not support PGM STORE functionality. If this is your web provider, you must use Internet Explorer as your browser. Go through your computer to the Internet Explorer site and search for pgm.hillsboroughcounty.org. On the top tool bar for this application (i.e. toolbar containing: File, Edit, View, etc.) click on the View button, click on Toolbars, unclick any msn toolbars. Now you should be able to open PGM STORE and have full functionality.

6. **If you are within a business setting:** please make sure that your computer technology person or division has Port 8080 opened up. If Port 8080 is blocked on your computer server, PGM STORE will not operate. Please have your technology person open this port to allow PGM STORE to be utilized within your business environment setting.

7. **For general customers to be able to open and print our files from PGM STORE,** the department has adopted Adobe Acrobat 8.0 Professional as the file format of choice. Many customers complained that they could not open the standard format files because their smaller, home based computers could not handle the size of the files. The Department made the move to .pdf as the file standard. Adobe Acrobat readers are available for free download from the internet and will enable you to view and/or print out PGM STORE files from your personal location. See www.adobe.com for available free downloads.

For additional troubleshooting information contact Steve Armas at (813) 307-4516 or via [e-mail](#).