VKViewer 6.0 FAQ & Suggestions

1) If possible, run VKViewer 6 in Chrome!

Chrome (web-browser) link for install on your laptop:

www.google.com/**chrome**

If you're running Internet Explorer, you need a minimum version of 8.

For below items, see follow pages:

2) Disable Pop-up blockers for the VKViewer site.

3) Where is my PDF report?

  a) Pop-up blocker prevented it
  b) In Chrome, for example, it's likely in the bottom of the browser

4) I can't see my "tree" in Internet Explorer.

  a) you're using Internet Explorer 7.nn or earlier. You MUST use 8.nn or higher
  b) your Internet Explorer is in "compatibility mode" (simulating IE 6)

5) I'm running Internet Explorer and I don't want everything I click opening in it's own Browser**… I want everything in a tab of the same browser**.

Tabs are the preferred way to view VKViewer.

Chrome and Firefox use tabs by default.

6) Where are the "Columns" and "Sort" buttons on some forms (Parts, Generics, etc.)?


7) How do I keep my grid columns headers visible on the browser page?

Use the "Fix Header" option at the bottom of the grid

8) How do I easily "find" in VKViewer?

2) Many browsers' either have a built-in popup blocker OR are using a 3rd party tool-bar (like Google's or Yahoo's) that will block popups. Generally, a popup is used by a site to promote a product or advertise and thus, is rightly blocked. Every popup blocker can be turned off OR told to allow popups from a specific site. We strongly suggest you do the latter, allow popups from the site where you're viewing VKViewer.
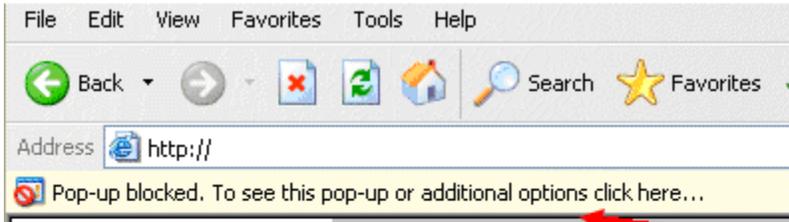

This is a common message seen when a pop-up-blocker is preventing you from seeing something.

Holding [Ctrl] down before clicking the link will usually override the blocker.
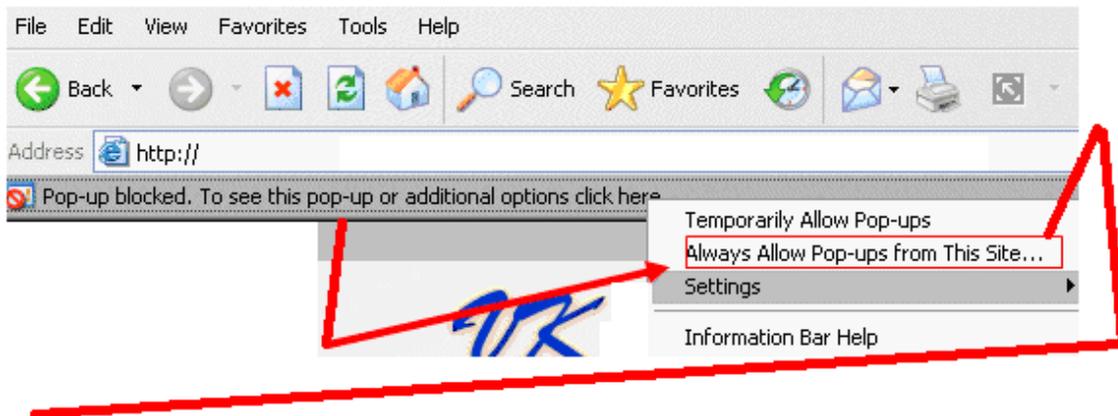

Typically, you can very easily allow pop-ups from the VKViewer site

3) In Chrome, often the bottom of the browser is indicating to you what's going on with your PDFs...


This type of file can harm your computer. Do you want to keep Rvkv10125948149.pdf anyway? **Keep** | **Discard** — click "Keep"

Rvkv10125948149.pdf — click 'down-arrow' to choose to open/view it. Or save it.
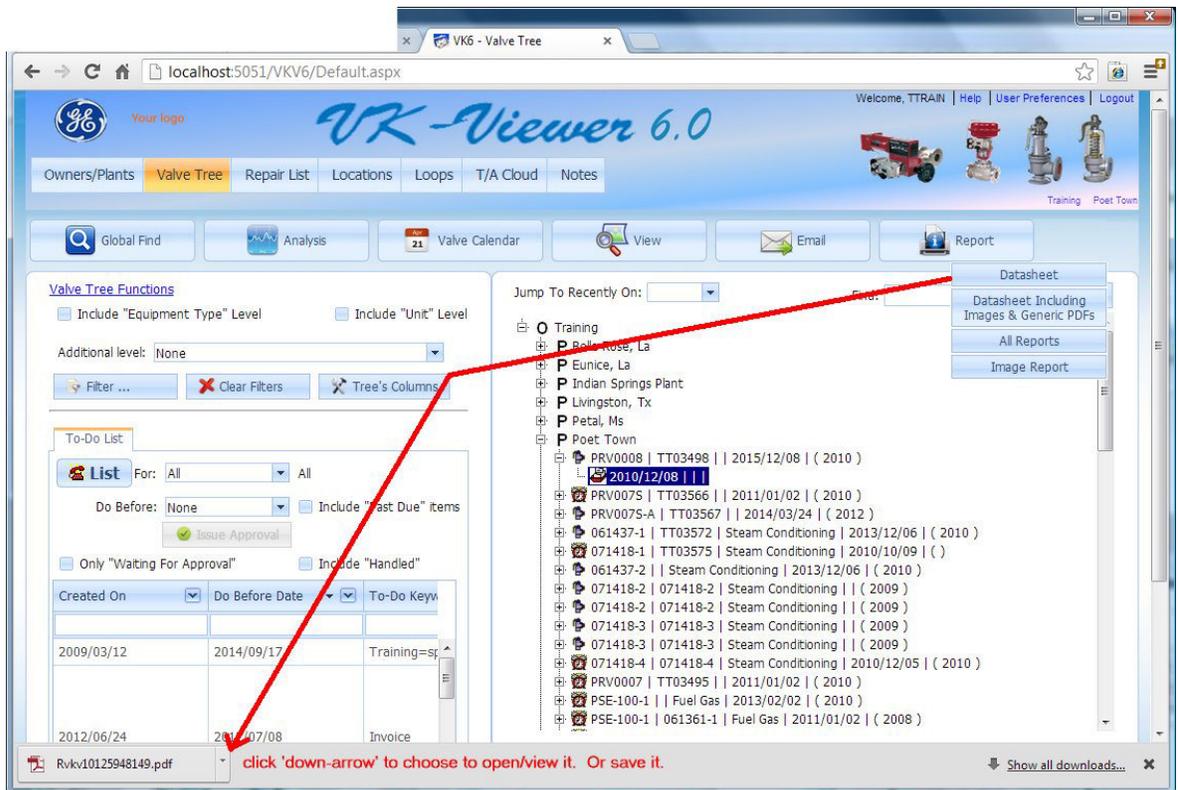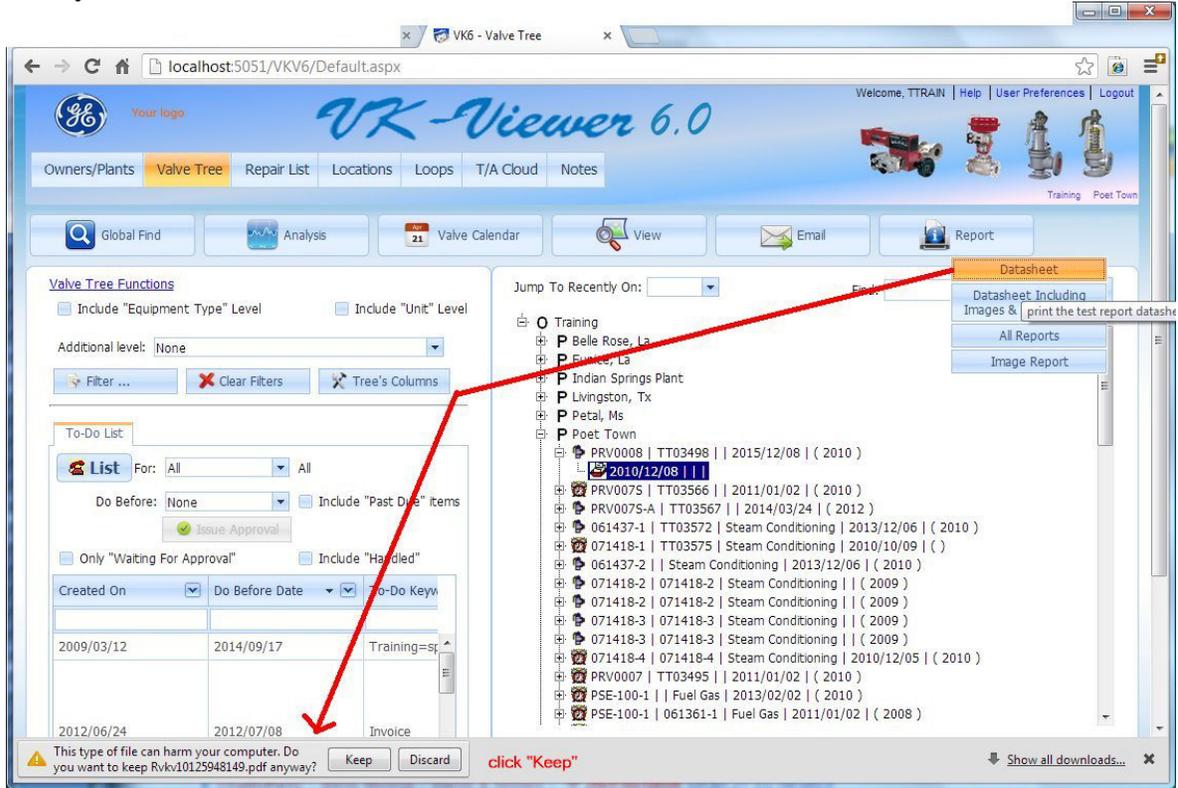
4) If you are using Internet Explorer 8.nn or newer AND you cannot see your Valve Tree?

It's likely you're using IE in "compatibility mode"
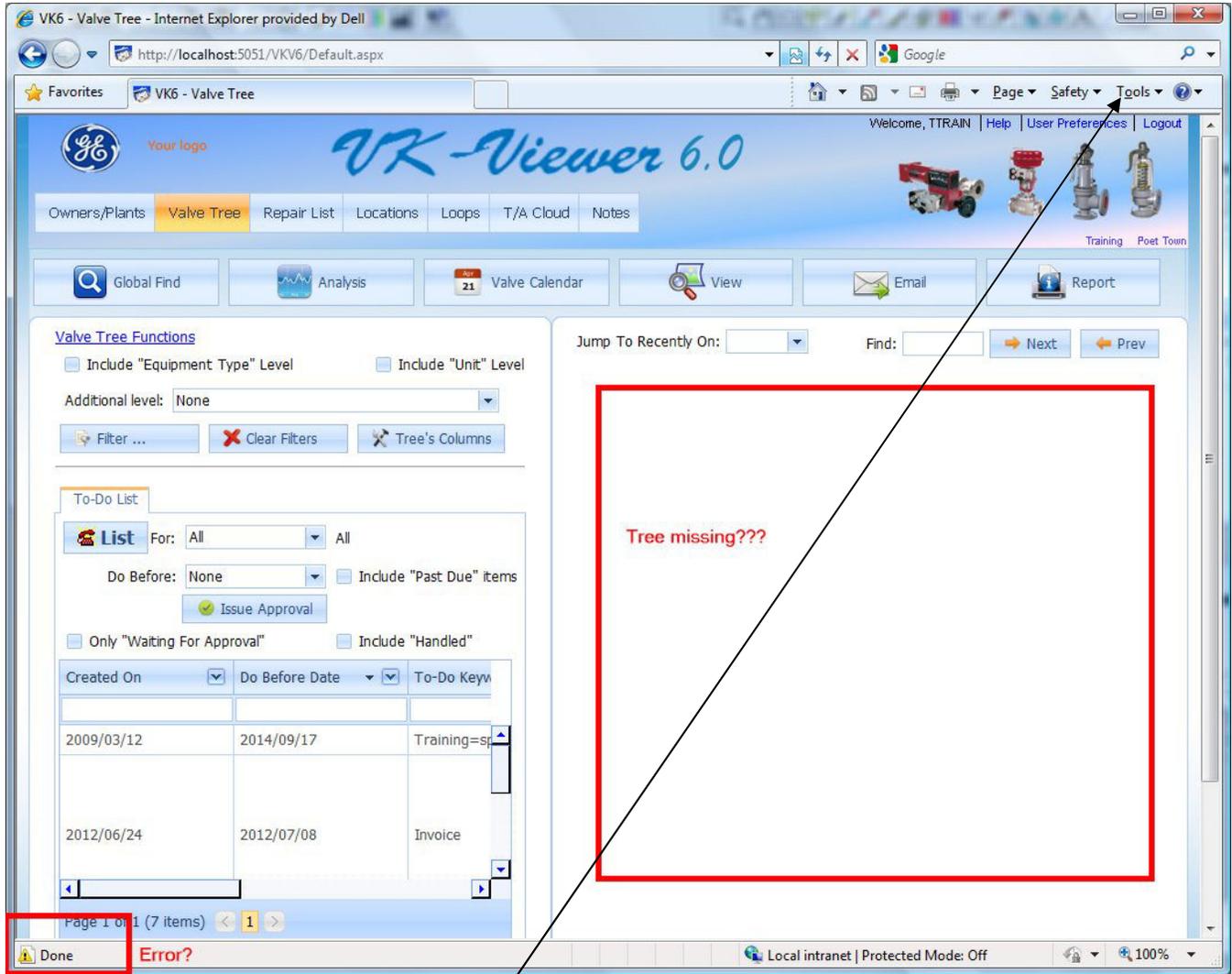
Click the "tools" menu….

4) continued… Tools menu and choose "Compatibility View Settings"
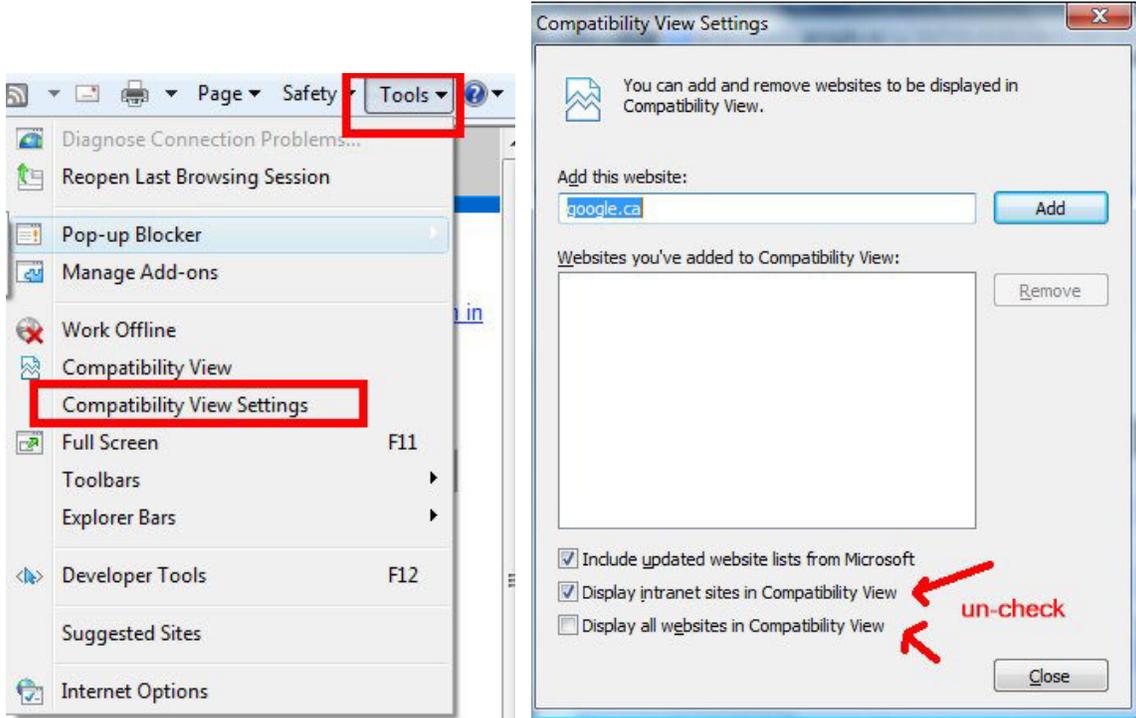
Un-check BOTH "Compatibility View" options.

It should display properly now
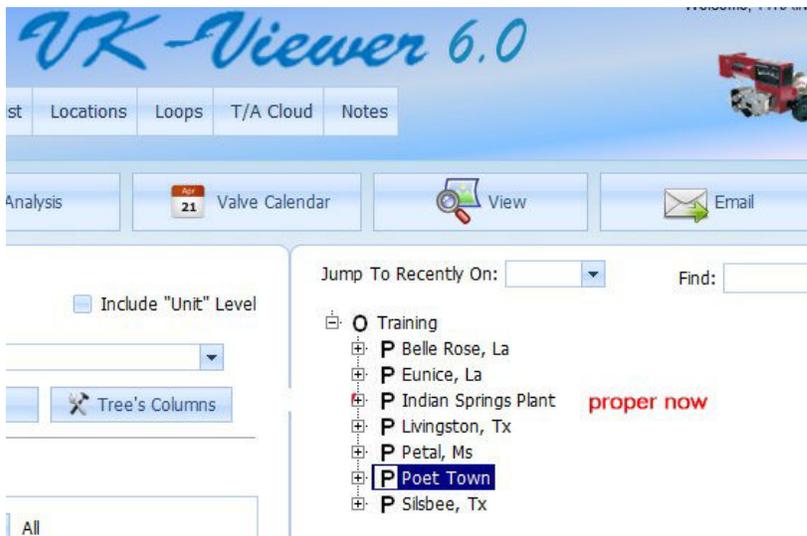
5) Making Internet Explorer open 'clicked' stuff in VKViewer in another tab INSTEAD of another browser.
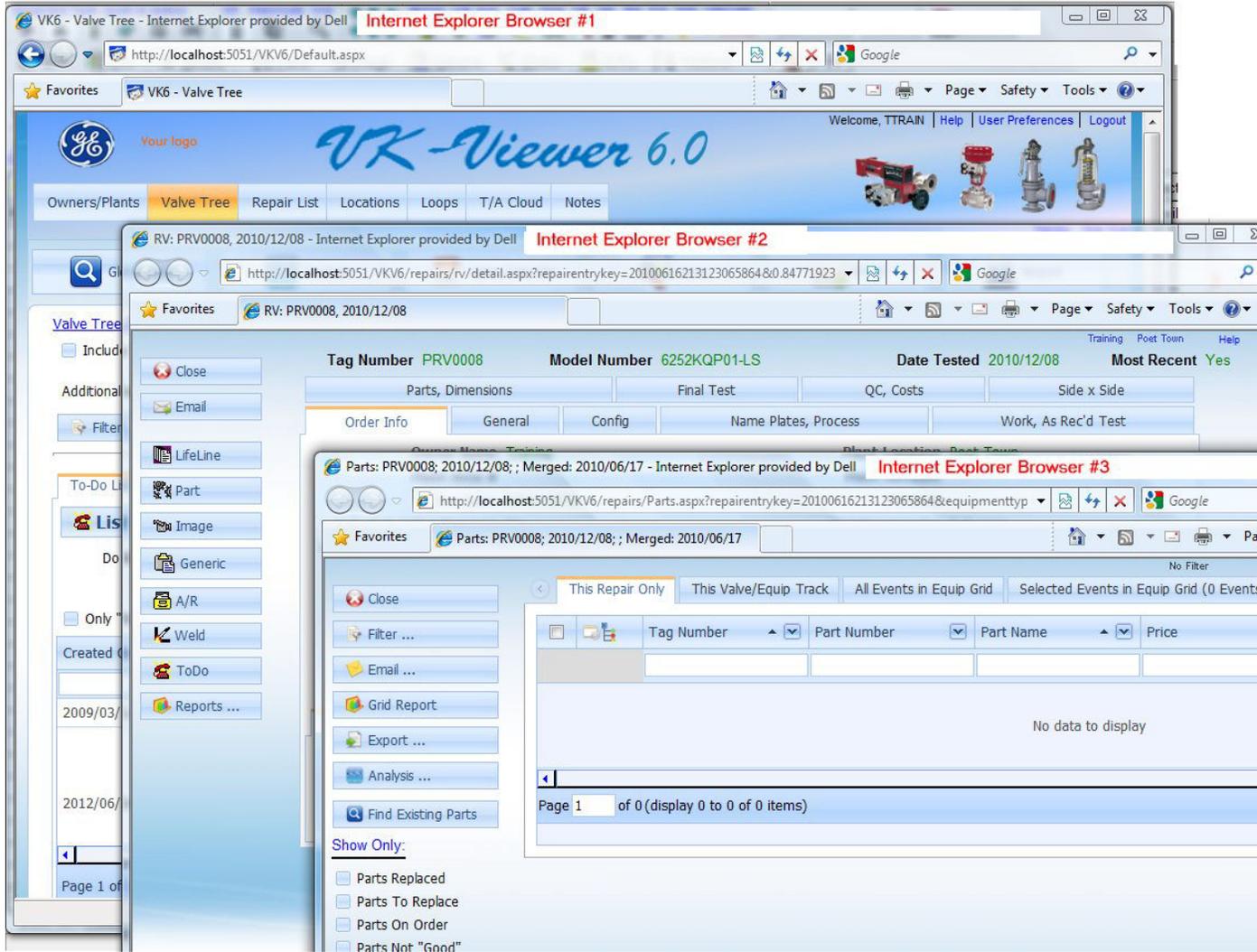

From the Tree, I opened the "Details", then clicked "Parts" on the Details form resulting in 3 Browsers open.

5) Continued

From the Tools menu… choose Internet Options, then click Settings
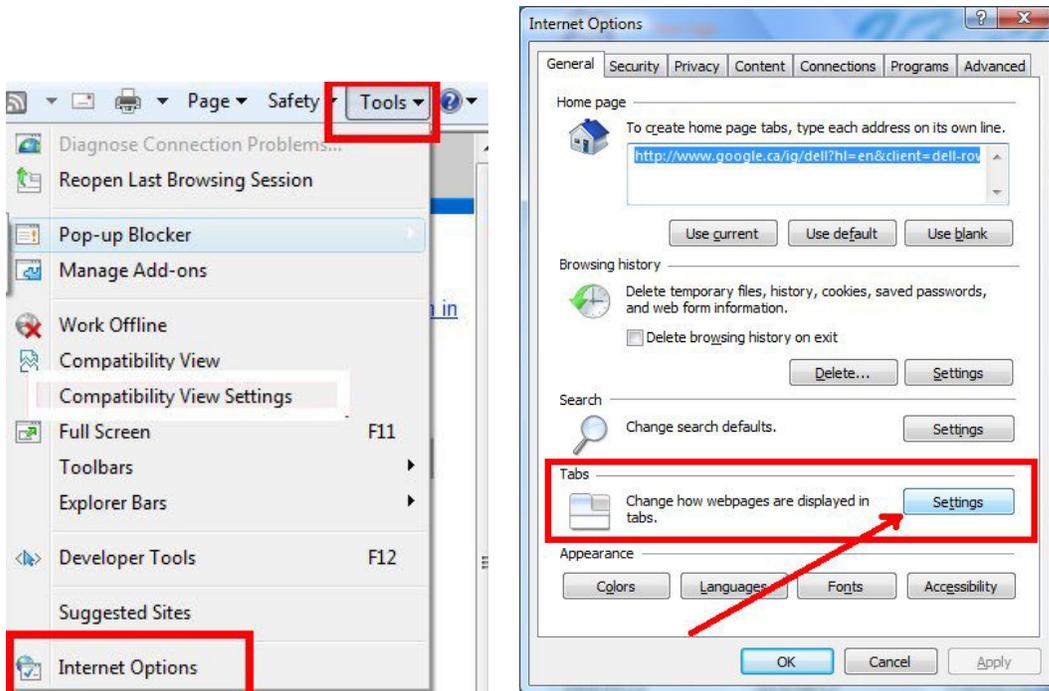
Make sure both are checked below:
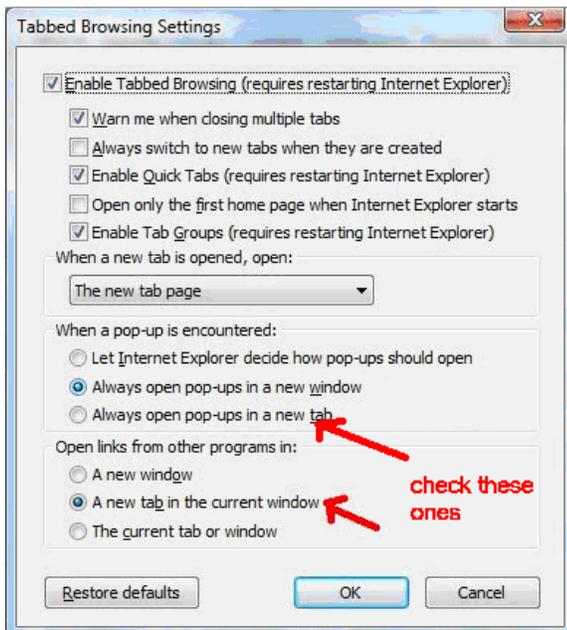
Now? You'll see tabs for each item.
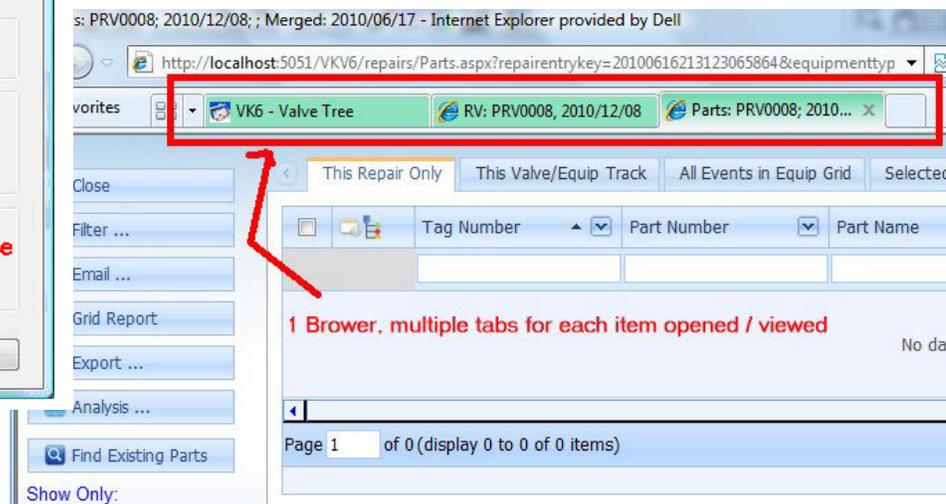
6) Where are the "Columns" and "Sort" buttons on some forms (Parts, Generics, etc.)?

All forms have the most common buttons on the left hand side.
To reduce clutter, we don't always include all available functions there.

However, every grid can have it's columns selected, be filtered, and have the sort order changed.

There's a common button in the top left corner of every grid that, when clicked, brings up the common grid commands.

enable "group by bar"

All grids have this button, it's a menu of available functions.

No "columns" button to select columns, or "find" ?

Many screens don't have all the available buttons... but you can still access those functions

This button brings up the menu.

The button is kind of hidden but it's available in all grids and you should always remember it's there.

7) How do I keep my grid columns headers visible on the browser page?

Use the "Fix Header" option at the bottom of the grid.

Problem: I've got my "grid row count set to 100 and the column headers scroll up and off when I scroll the browsers vertical scroll bar"

7) continued.   Solution: The "Fix Header" check box at the bottom of the grid.

Also, in your "User Preferences" on the "All Grids" tab, you can change the setting.

8) How do I easily "find" in VKViewer?

In any grid, use the column header 'filter input' area OR filter-list-drop-down

From the Valve Tree, you can "Global Find" which means in any Owner/Plant you have access to (can be 1 specific valve OR a group of valves meeting a general 'find condition').

On most forms there's a "Find" button OR use the 'grid menu' button: