

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.)?



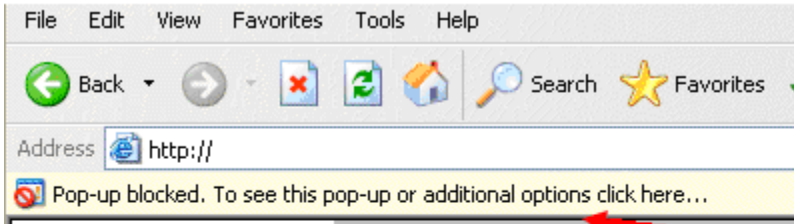
7) How do I keep my grid columns headers visible on the browser page?

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



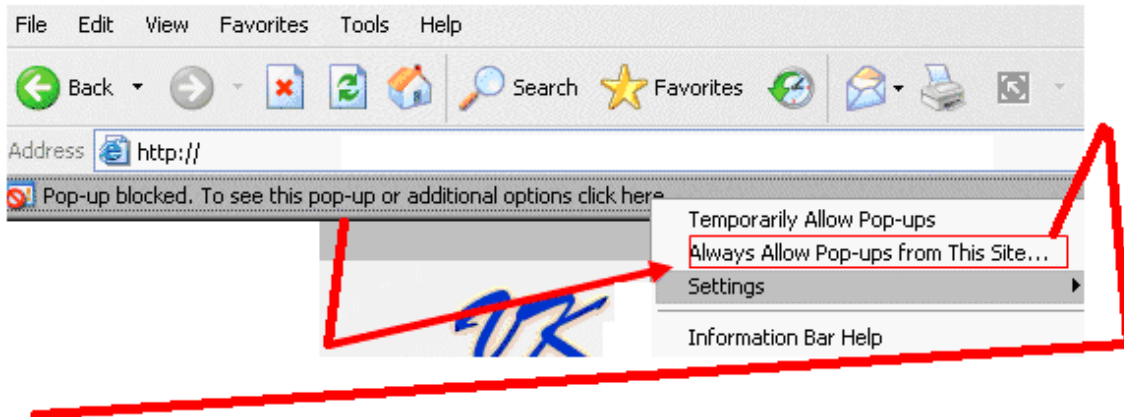
8) How do I easily "find" in VKViewer?

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.



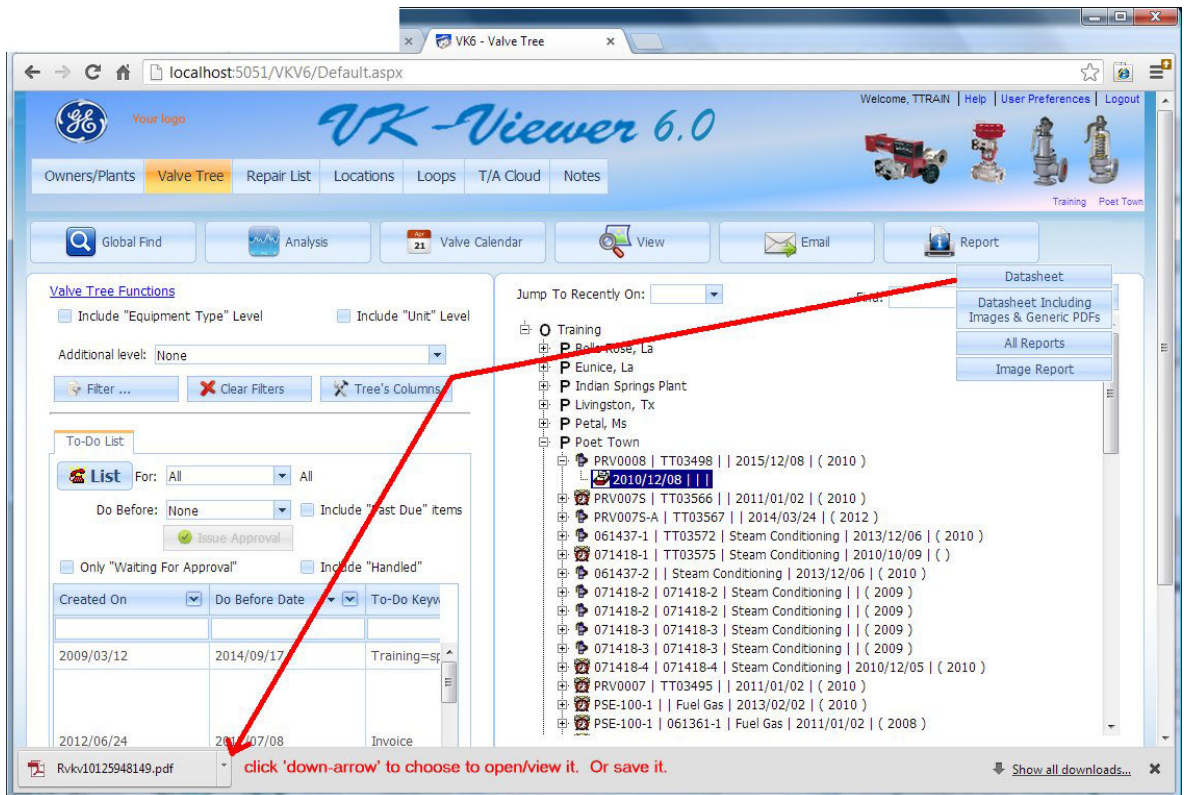
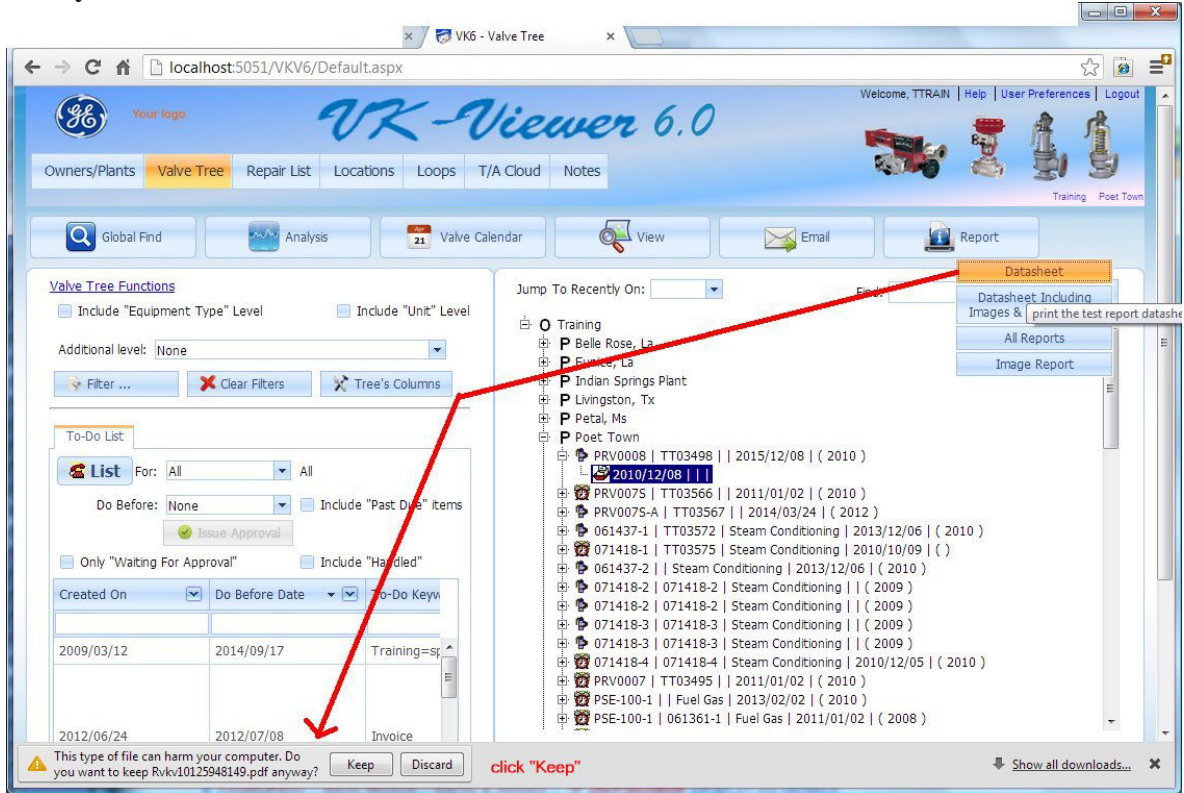
This is a common message seen when a pop-up-blocker is preventing you from seeing something.

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



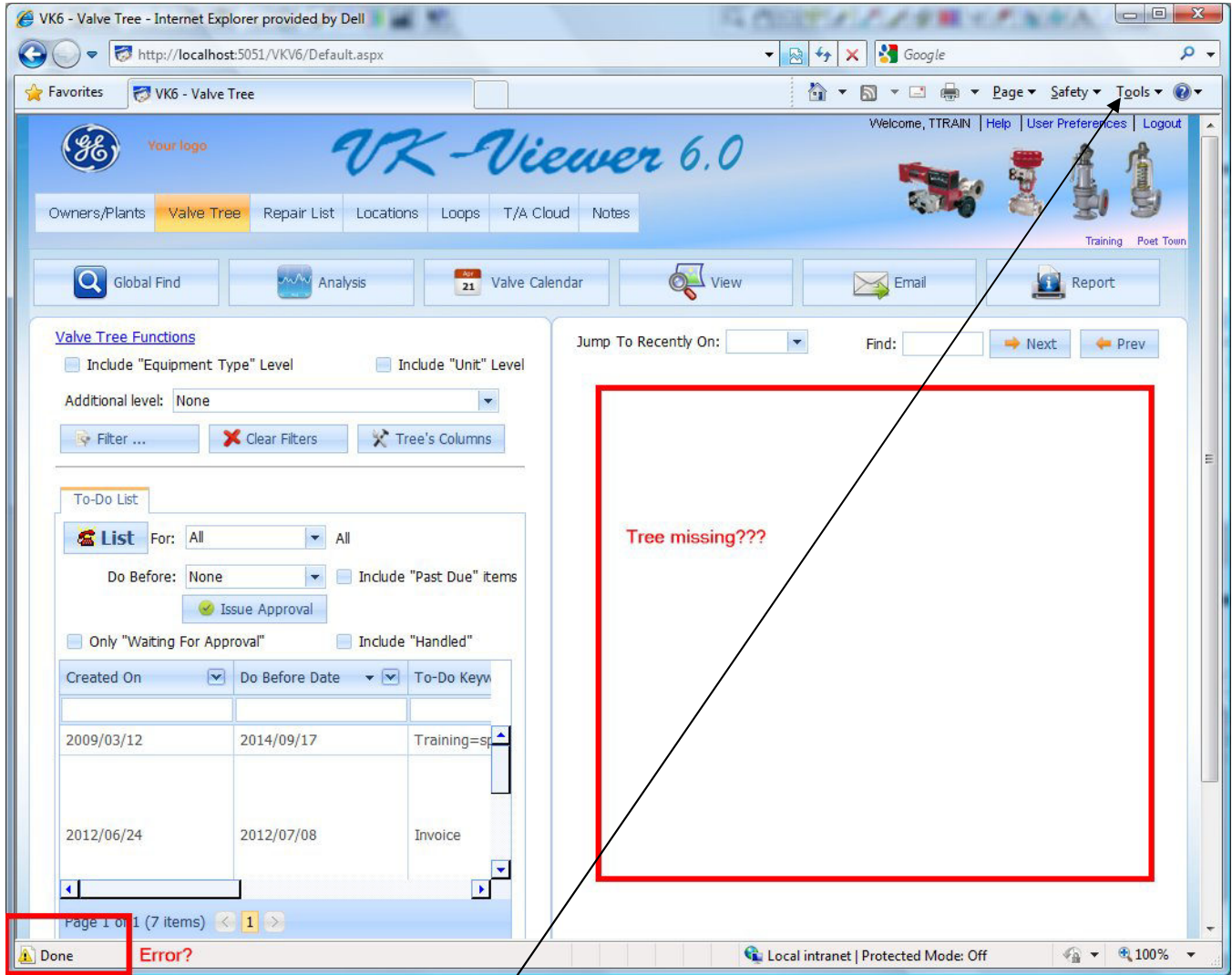
Typically, you can very easily allow pop-ups from the VKViewer site

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



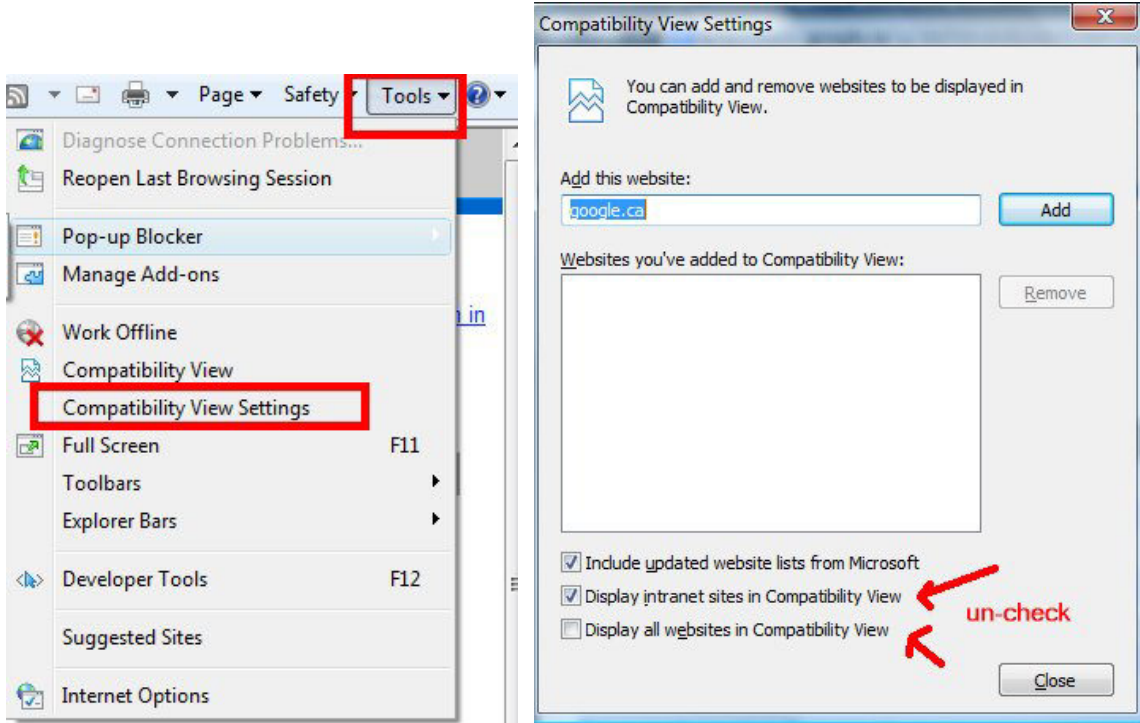
4) If you are using Internet Explorer 8.0n or newer AND you cannot see your Valve Tree?

It's likely you're using IE in "compatibility mode"



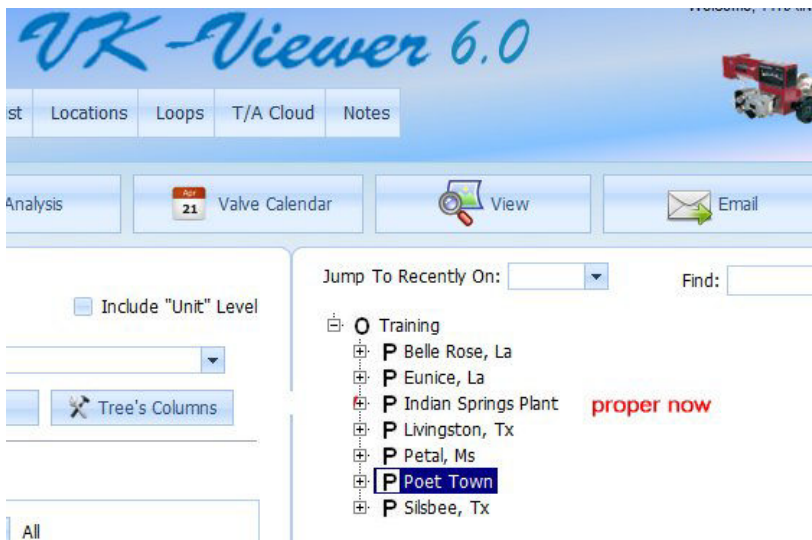
Click the "tools" menu....

4) continued... Tools menu and choose “Compatibility View Settings”

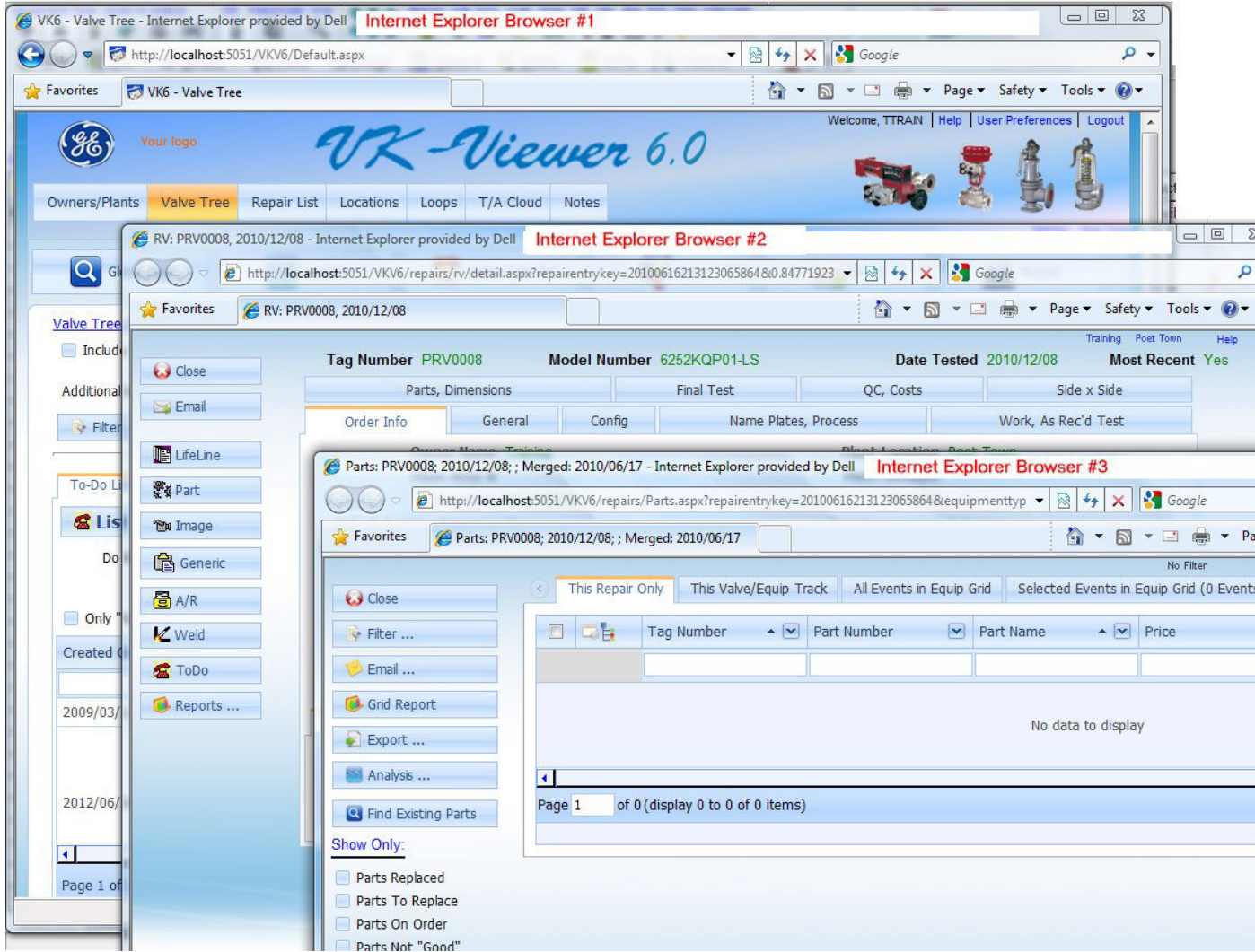


Un-check BOTH “Compatibility View” options.

It should display properly now



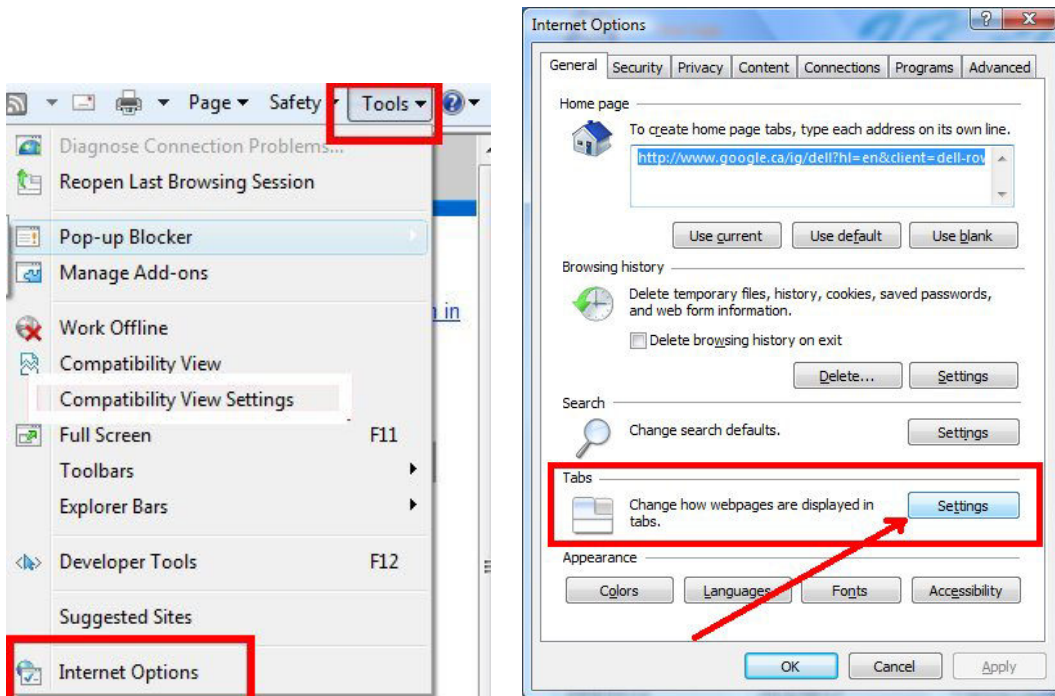
5) Making Internet Explorer open ‘clicked’ stuff in VKViewer in another tab INSTEAD of another browser.



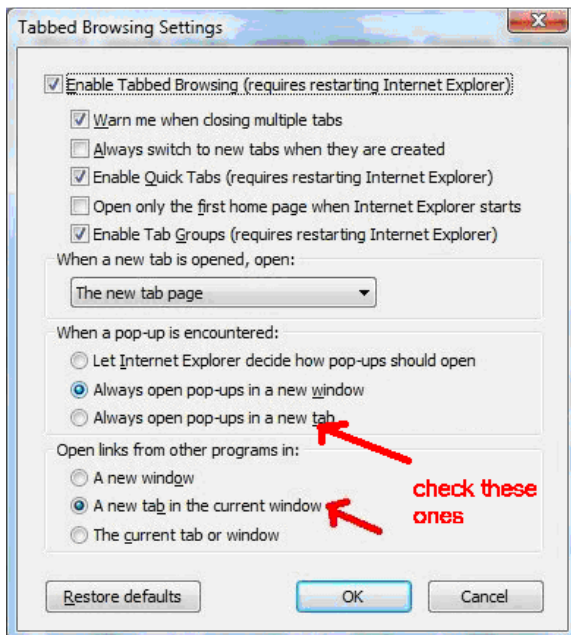
From the Tree, I opened the “Details”, then clicked “Parts” on the Details form resulting in 3 Browsers open.

5) Continued

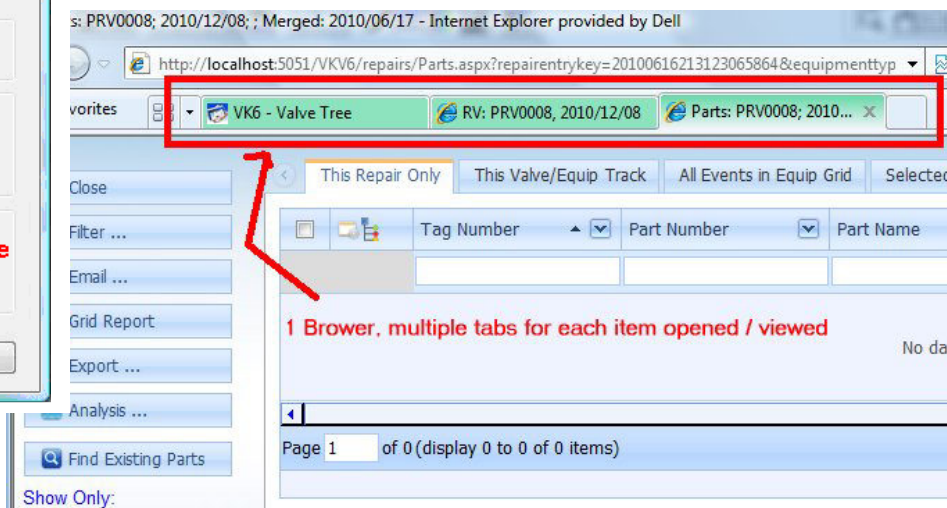
From the Tools menu... choose Internet Options, then click Settings



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"

Tag Number	Part Number	Part Name
PSV-K480A2		Cap
PSV-K480A2		Disc
PSV-K480A2		Guide Pin
PSV-K480A2		Lift Restrictor
PSV-K480A2		Nozzle
PSV-K480A2		Spring

Close
Filter ...
Email ...
Grid Report
Export ...
Analysis ...
Find Existing Parts

Show Only:
 Parts Replaced
 Parts To Replace
 Parts On Order

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

192.168.1.67:5051/VKV6/Repairs/parts.aspx?equipm

Tag Number	Part Number
PSV-K480A2	

Find in Current Grid ...
Columns In Grid ...
Filter ...
Sort...
Show/Hide Group Bar
Export ...

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.

Page 1 of 1 (display 1 to 6 of 6 items) 1

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

You scroll the grid's contents NOT the browser's page. Thus the grid headers are always visible even with lots of records per page.

	Most Recent	Tag Number	Serial Number	Next Maint Date	Next Test Date	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-100C	2720-K	2017/02/21		2
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-100D	N/A	2013/09/29		2
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-100E	N/A	2013/03/03		2
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-100F	N/A	2015/02/21		2
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-101	85/13229	2015/02/23		3
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-101B	UNK.	2015/02/20		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-101C	33345-19	2012/08/08		T
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-101D	ILLEGIBLE	2015/02/14		T
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-101E	TL-36377	2013/03/03		1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-103	H96/69226	2013/03/03		8
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-201	39862	2014/01/14		8
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-202	TM-44302	2011/02/23		1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	PSV-203	726746	2015/02/22		8

Page 1 of 2 (display 1 to 100 of 157 items) 1 2 Fix Header Records per page 100

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

Welcome, VKV Admin | Help | **User Preferences** | Logout

cloud Notes Users Options

General **All Grids** Event Row Color Schedule

Quick Filter Show Quick Filter in Grids' Header
 Filter with 'containing' (instead of 'equal')

Row Color Alternate Grid Color

Font Size 10

Display rows per page 10

Repair List/Parts Grid Only Keep column header names visible by scrolling the grid itself NOT the page?

Use the odd even style for the grid report

Separating Line style: None

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8) How do I easily “find” in VKViewer?

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

Tag Number	Serial Number	Manufacturer	Set Pre	Cold Di	Popped @
PSV-DEMO--1	TL-91414	Consolidated			
	10479	Farris			
N/A	05/06390	AG			
PSV-K480A1	TL-36072	Consolidated			
PSV-K480A2	TL-36073	Consolidated			
PSV-K480B1	TL-36074	Consolidated			

key all or some of what you're trying to "find" into these inputs and it will find / filter the grid to that

click here to see the menu of items you can find/filter too for that column

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’).

Owners/Plants Valve Tree Repair List Locations

Global Find Analysis

Valve Tree Functions

Include "Equipment Type" Level Include "

Additional level: None

On most forms there's a “Find” button OR use the ‘grid menu’ button:

Tag Number

Find in Current Grid ...

Columns In Grid ...

Filter ...

Email ...

Find ...

Columns In Grid ...