


Frequently Asked Questions:

Q. What do I do if I receive a “Your system is low on virtual memory” message on my computer?

A. If you receive this message while visiting the Electronic Plans Room (EPR), it is referring to the Java Runtime Memory on your computer, it is not an issue with the Plans Room. For instructions on how to increase your memory follow the steps below:

- **Go to Start > Control Panel** *(if using Windows 98 or below, Click Start> Settings > Control Panel)*
- **Click on the Java Icon**  *This will launch the Java Control Panel*
- **Within the Java Control Panel, click the Java tab.**
- **Under the Java Applet Runtime Settings, click on View** *(this will open up the Java Runtime Settings window which contains table settings for each Java version – there may be more than one version installed)*
- **Locate the Java Runtime Parameters column and double click on the cell below.** *(Double clicking on the cell will allow you to modify or enter a value for that cell)*
- **Type the following value exactly as shown “-Xmx128m” for 128 megabytes allotted for the java memory. For 256 megabytes you would type “-Xmx256m”.** *(If more than one row exists; you must edit the Java Runtime Parameters Column for each row **OR** disable the other versions by removing the checkmark and leaving only one version enabled.)*

- Once all the row values are completed, click on OK in the Java Runtime Settings.
- Click Apply within the Java Control Panel
- Restart you java applet, which will now have more allotted memory.

****Note**** These above changes will not take effect until you close out your internet browser. (eg. Internet Explorer, Mozilla Firefox) and re-launch the applet.

Q. What if there are drawings or specs that I cannot open?

A. This is normally because you need to update your Java. Follow the steps in the link above. If the problem persists, call the BCA and we will contact the website administrator on your behalf.

Q. What can I do if I have forgotten my EPR password? How do I find it?

A. Go to the Printnet login screen, click on the “get your password here”, enter your email address and the system will send you a new password.

Q. What if I have forgotten my username?

A. Call the BCA at 705-726-5864 and we will find your username in the system and issue you a temporary password if necessary.

Q. What are “normal” size drawings?

A. "Normal" size drawings are 24x36 or 36x48. We can print other sizes as well, but the two sizes mentioned above are the ones most frequently asked for.

Q. What is the proper date to put on the Statutory Declaration for the progress payment?

A. The date that is entered in this section is the date that you actually received payment.

Q. Can we scan to PDF?

A. No we cannot. All of our scans are inputted as TIFF's. We can then convert the file to PDF.

Q. Can we print in colour?

A. We are not able to do ANY printing in colour.