



MAC Quick Sheet

March 7, 2024

ERS System Response Issues

The MAC Earthwork Record System (ERS) consumes a very large amount of device memory, especially on complex projects with deep fill areas such as new construction or retaining walls. There are a few steps ERS users can take to maximize device memory available to display plots and the ERS sample list. Some of these may require assistance from your company or organization's Information Technology personnel. FDOT is not permitted to assist non-FDOT users with device settings such as installing a browser, adjusting browser settings, or disabling extensions.

Suggested Tips:

1. Don't continue to click on a non-responsive screen; for example, refreshing plots. Give MAC time to respond to each click. Clicking again before MAC has completed retrieving the data just adds a new retrieval before the first one is complete. Multiple clicks causes MAC to try to load retrievals for however many clicks you performed at the same time and increases the memory requirement with each click.
2. Clear your browser cache and cookies on a regular basis and whenever you experience slow response times.
3. Close all other tabs. The more tabs you have open, the more memory is used up.
4. Disable your browser's extensions. Extensions can sometimes consume your computer's free memory or cause other glitches.
5. Restart your computer periodically.
6. Ensure the browser is up to date.
7. If you have access to Firefox, try it with MAC as it seems to use less memory and better handle memory limits caused by ERS plots. The Firefox browser freezes temporarily rather than turning black and losing the plot when the graphics memory runs out. If you don't have access to Firefox, the best recommended browser is Microsoft Edge since it uses less memory compared to Chrome.