



*MAC Quick Sheet*

*February 23, 2024*

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*ERS System Response Issues*

The MAC Earthwork Record System (ERS) can be a large consumer 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.

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 completes data retrieval 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 perform at the same time and increases the memory needs 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 eat up your computer's free memory or cause other glitches.
5. Restart your computer.
6. Ensure the browser is up to date.
7. If you experience screen blackouts and have access to the Firefox browser, you should try it with MAC. The Firefox browser freezes temporarily rather than turning black and losing the plot when the graphics memory runs out.