

MONTANA PERMITTING - SUPPORT REFERENCE and FAQ's

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MDT DISCLAIMER: Not all information systems are the same. This guide is intended for informational purposes only and is not intended to replace manufacturers' software or hardware operating procedures. Please consult your owner's manuals or other technical support contractor/department to ensure following the guidelines in the MVS Support Reference document does not interfere with your computer system.

Note: Please see the System Setup (permitting) document on the MDT Permits Web Page for assistance with your Hardware and Software Recommendations.

Your Basic System Requirements are:

- Internet Explorer Version 6.0 or higher; IE9 may not work correctly
- Adobe Reader Version 8.0 or higher
- Microsoft XP or VISTA or Windows 7 operating systems
- Java (Sun) version 1.6.0_13 or higher
- Yahoo or Goggle toolbars may stop your printed permit page from populating
- Disable Pop-up blocker on Internet Explorer

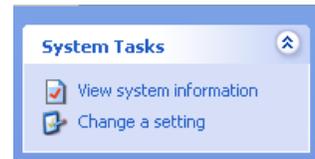
Recommended Computing Requirements

To determine if your current computer set-up meets the requirements, this step-by-step document should help define where to locate the information and then confirm the desired levels. It may not cover your specific machine, however – so if you do not have a computer resource person at your disposal and you are unsuccessful in using this guide, please contact MDT at the Contact Number provided in the contacts section of this document.

1. Open the My Computer icon from your desktop by double-clicking the icon.



2. Click on “View system information” under System Tasks.



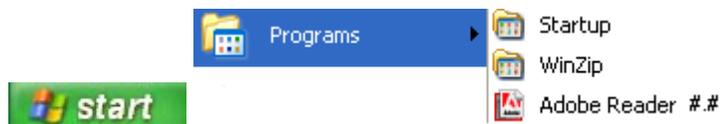
NOTE: If you do not have a My Computer icon, try the “Start”, “Control Panel” option and then go into My Computer from that route. Click on the “View system information”.

3. If you look at the General tab it will display System Information which reflects your operating system, such as Windows XP or Windows 2000 and the service pack level. This is important information should you need to do some troubleshooting later on. Please write it down. _____
4. While still on the General tab, look toward the bottom of the display and it will show details about your physical computer. You are interested in:
 - a. The **type of CPU** – recommendation is Pentium III or higher, Pentium IV is encouraged; Presario if you have a Compaq machine is also sufficient.
 - b. The **speed** (in GHz or MHz) – recommendation is 800 MHz or faster. [G is 1000 times faster than M]
 - c. The **amount of memory** – recommendation is 256 MB RAM or higher. [G is 1000 times more memory than M]
 - d. Close System Properties by clicking on the red x in the upper right corner of the window.
5. While on the main *my computer page* look at the local disk information. In most cases this is the C drive.

Name	Type	Total Size	Free Space
Hard Disk Drives			
Local Disk (C:)	Local Disk	XX	XX

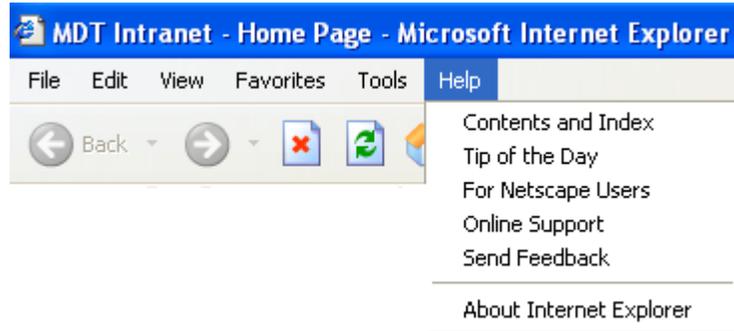
The XXs will indicate the total size of your **local disk** drive and how much free space is available. The recommendation is that you have at least a 40GB hard drive with 100MB of free space available. Close out of this page by clicking on the red x in the upper right corner of the window.

6. To check Adobe Acrobat Reader application level, click on



The recommended level is 8.0 or greater and those numbers would be reflected instead of the #.# in the screen print above. If it is not displayed there open up the application by double clicking on the program name and then go to the “Help” and “About” information to identify the level of your copy of the application. Adobe Acrobat Reader is free software. If you do not have a copy of it you may go to their website www.adobe.com and download a free copy of the reader.

7. Now, let's check out your Internet Explorer. Please click on the icon.  and use the "Help" menu to bring up "About Internet Explorer".



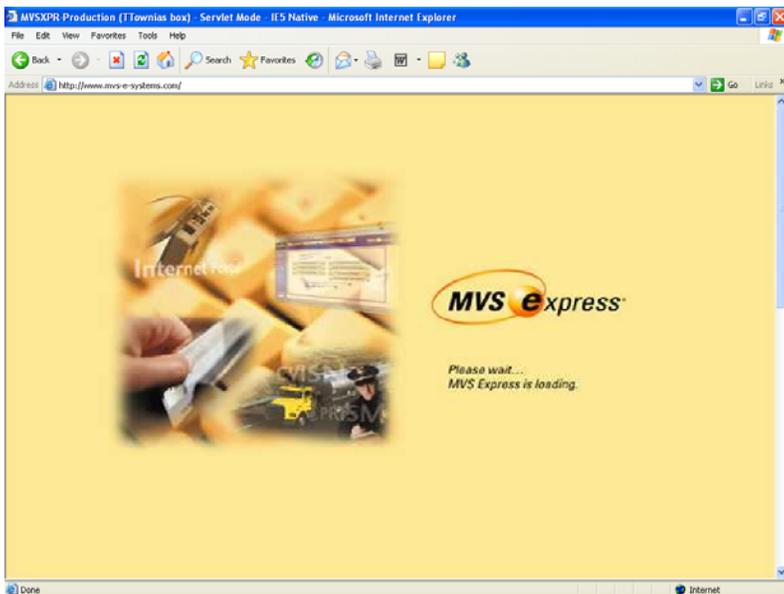
The top line of the wording will tell you what version of Microsoft Explorer you are using and what Service Pack (SP) you have installed. The recommendation is for Internet Explorer 6.0 or higher with the latest service pack (at least SP2).

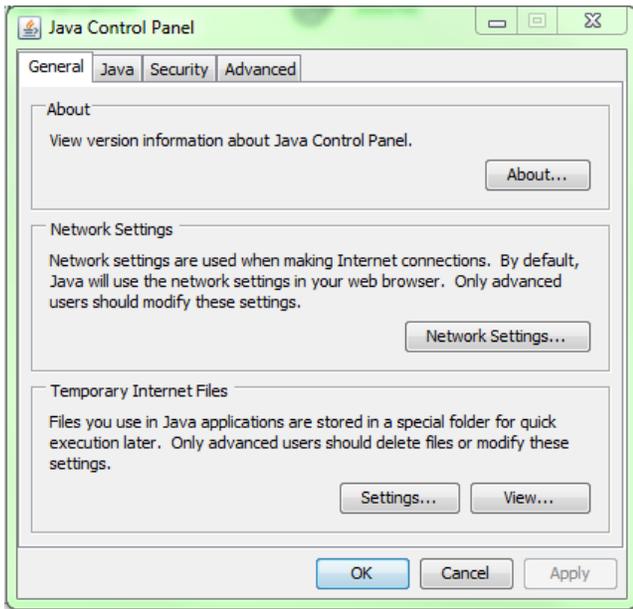
8. The second line should display the Cipher Strength – recommendation is 128-bit for the encryption. You may now close Internet Explorer and move on to another section of the documentation if you wish.

Known Issues and Solutions – Frequently Asked Questions

Assuming you have met or exceeded all of the recommendations in the Recommended Computing Requirements section, here are some other things to review in preparation for actually using MVS Express on the Internet.

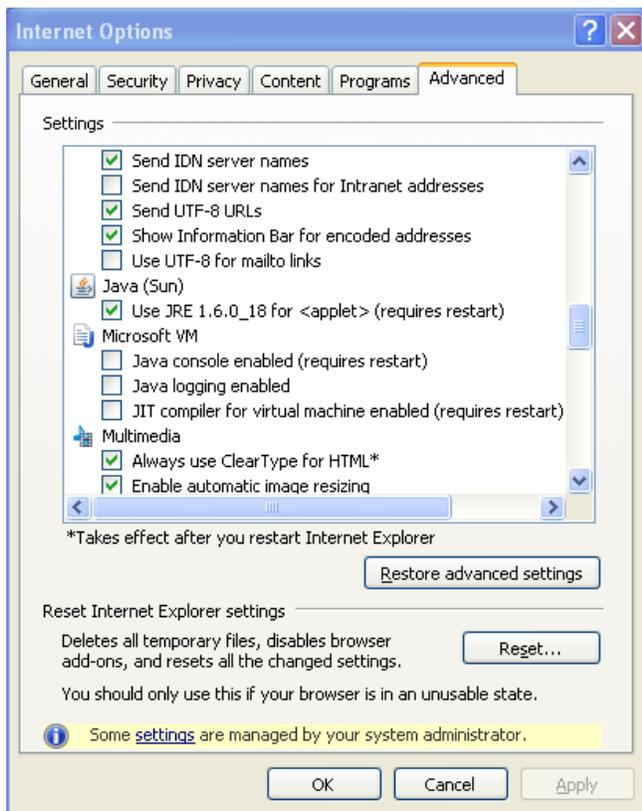
The MVS Express screen displays, but never takes me to the log-on screen.





If using Windows 7 and or Internet Explorer 8, you will check for Java with this following method.

1. Java Sun is also utilized by this application. To validate whether or not you have this tool, click on the Start button.
2. Go to the Control Panel.
3. Make sure your view is on one of the icons views and not category to see Java.
4. Java Should be listed. If it is not, you will need to download it on the link shown below
5. To check for the version that you are running, while on the General tab, click the About button.
6. Your Version will be listed as “Version *N* Update *NN*”.



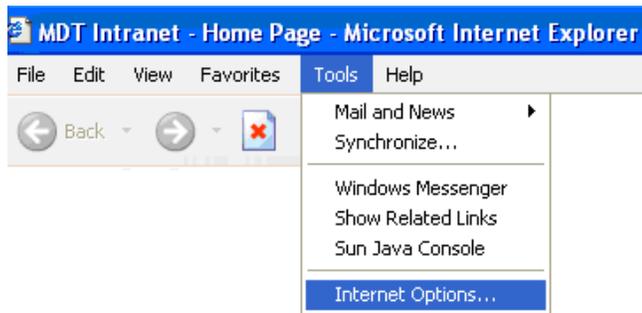
If using Windows XP and Internet Explorer 7 or an earlier version:

1. Java Sun is also utilized by this application. To validate whether or not you have this tool. Open up an Internet Browser Window, click on “Tools”, “Internet Options” and then click on the “Advanced” tab, scrolling down between HTTP and Multimedia to determine what is displayed.
2. If Microsoft VM is displayed, uncheck any of the boxes that may be checked here.
3. Make sure that Java (sun) is checked. You will also be able to verify what version you are running at this time.
4. Click “Apply” and “Ok”
5. If you are not running the newest version of Java (Sun), then follow these instructions.

The automatic update can be done by going to <http://www.java.com/en/> selecting the Free Java Download button and following the on screen prompts.

We know that versions higher than Java (Sun) JRE 1.6.0_13 should be compatible and not cause issues.

I always wait a long time before I see the login screen



Because MVS Express needs access to your Temporary Internet Files folder the “Empty Temporary Internet Files folder when browsing is closed” must not be checked or enabled. To validate this, you must open your Browser, click on “Tools”, “Internet Options” and then click on the “Advanced” tab and then scroll down to the Security section and ensure that the “Empty Temporary Internet Files folder when browsing is closed” is NOT checked or enabled.

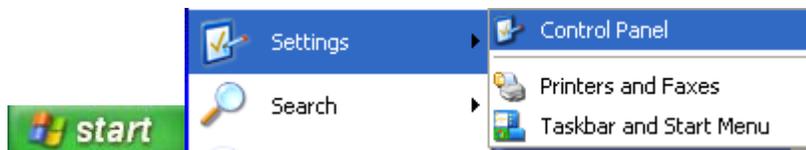


Things to be Aware Of

When you access MVS Express at <https://states.mvsecarrier.com/>, the application will install an 800k (approximate) file “f90all.cab” in your “Temporary Internet Files folder.

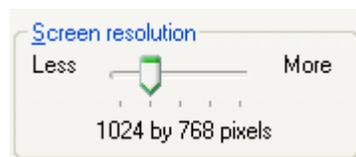
I Can't See the Full Permit Screen – The screen is either too big or too small.

In order for information to properly display, it is recommended that the pixel setting for your screen be set at least at 800 x 600 pixels. To validate this, go to Start, Settings, Control Panel.



NOTE: If you do not have a “Settings” option, go right to Control Panel from the Start menu.

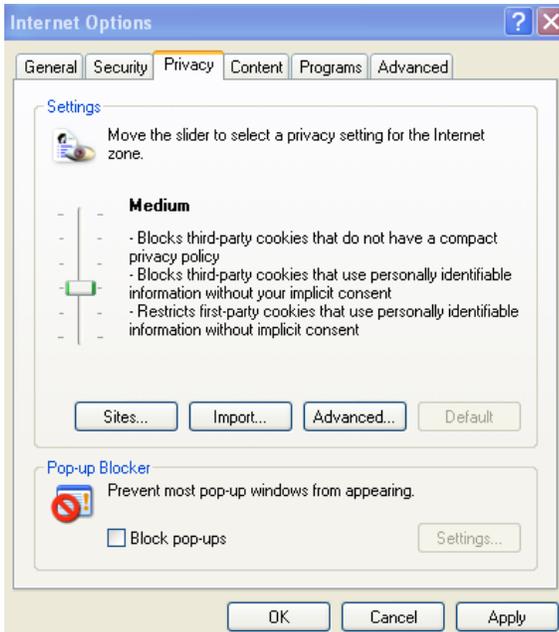
From the “Control Panel” screen, choose “Display” and then the “Settings” tab. This will identify the pixels. You can slide the bar under screen resolution until you are at least at 800 x 600. If you are set at a higher resolution, that will be fine.



My Permit or Report Won't Print

1. If you have Microsoft Operating System there will most likely be a problem with Pop-up Blocker. [Review what operating system you wrote down in Item #3 under Recommended Computing Requirements to determine if that is the case.] Pop-up Blocker will need to be disabled or the URL will need to be added while using this application. To disable Pop-up Blocker or to add the URL, you must again open an Internet Explorer Window. Click on “Tools”, “Internet Options” and then click on the “Privacy” tab”.

The **Pop-up Blocker** section is displayed below. If the “Block pop-ups” box is checked, you may click on the box to uncheck it. Click on the “Apply” button and then the “OK” button.



Please note that if the Pop-up Blocker is enabled due to your ISP (Internet Service Provider) or another off the shelf security system such as McAfee or Norton, you would need to work with either the ISP or the software security vendor for instructions on how to disable the Pop-up Blocker feature.

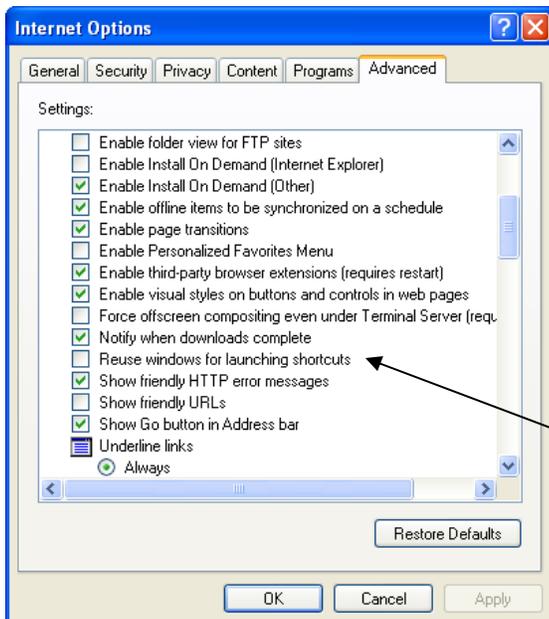
Instead of unchecking the “Block pop-ups” you may add the web site to the settings tab. By default, Internet Explorer displays pop-ups that appear as a result of you clicking a link or button. Pop-up Blocker blocks pop-ups that are displayed automatically (without you clicking a link or button). If you want to allow a specific website to display automatic pop-ups, follow these steps:

- a. Open Internet Explorer by clicking the Start button , and then clicking Internet Explorer.
- b. Click the Tools button, click Pop-up Blocker, and then click Pop-up Blocker Settings Button.
- c. In the Address of website to allow box, type the address (or URL) of the website you want to see pop-ups from, and then click Add.

2. While on the Internet Options Privacy tab, make sure that your privacy setting is at Medium or less.

3. If you have toolbars, such as Yahoo or Goggle, this may cause problems with the way that this program runs. You may need to delete or disable the toolbar.

4. Reuse Windows for launching shortcuts needs to be unchecked. To find this, go to the “internet options” and then to the “advanced tab” scrolling part way down.



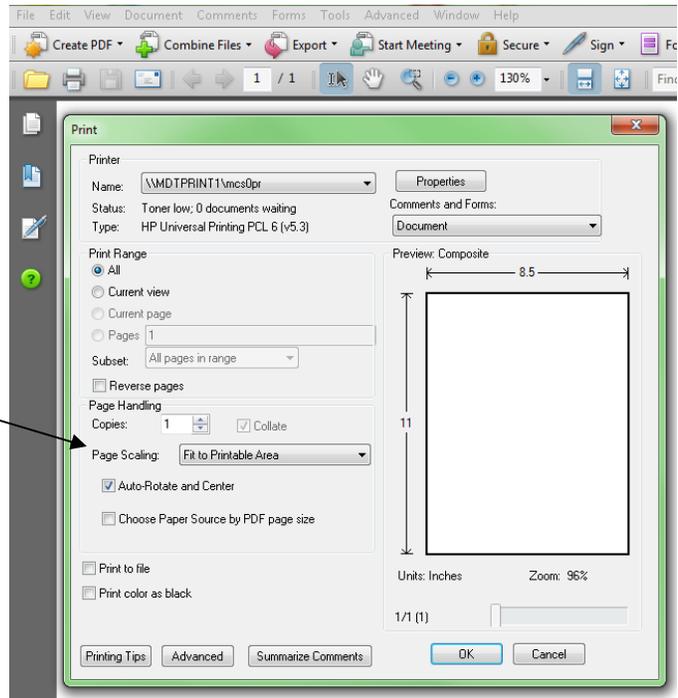
Permit Number not Fully Displayed on the Printed Permit

To fix the issue when the permit has the permit number not fully displayed on the printed permit:

When the PDF is displayed on your computer screen,

Click on File / Print

Under the Page Handling Section, Change the Page Scaling to “Fit to Printable Area”



Security Warning for Oracle

When going into this application the first time through you may get this message. You will need to accept an Oracle certificate so that the JAVA applet that needs to be on your machine to run the application will not have to install every time you want to access this.

Click on the More Options



Click on the run button.



You will get this message below – Click on “Always run software from “Oracle Corporation””.

In order for the information to be passed back and forth from the application, Motor Carriers with networks and firewalls must allow IP access to 138.69.165.149 for the web site <https://states.mvsecarrier.com>

Can I Self-Issue All Of My GVW, Custom Combine, Trip, and Term Permits?

You will be able to issue GVW fees, custom combine, basic trip permits and term permits. Term permits are also known as an “annual” permit with the end date of 12-31 in the year that they are effective for.

Communications - What Is The Response Time For This System?

The answer is multi-fold. It is heavily influenced by the speed of your Internet connection.

1. The best response times come from an Internet connection using a 56kb modem or better that results in the actual connect speed being 56kb or better. DSL and Cable modems have performed very well.
2. The first time a connection is made to the application, a Java applet is downloaded to your PC that allows the forms to display. This file is a little over one megabyte in size. How fast it will download depends mostly on how fast your connection to the Internet is, the faster the better. Then the applet installs itself. There is an option to “always trust Oracle” that should be checked before clicking OK. If you don’t, the applet will uninstall at the end of your session and it will have to download again the next time you connect.
3. Each MVS Express application uses between 15K and 25K of bandwidth. Application performance over the Internet is subject to the type and speed of the Internet Connection and Carrier ISP (Internet Service Provider).
4. If satellite communications are used, application performance is subject to the speed of the satellite communications link. All MVS Express applications have been tested with a 56K (dial-up) connection. Our experience has shown that users using a satellite connection to the Internet see long delays in response due to satellite latency.

Can I Get Assistance If I Need It?

Yes. At present a phone number you may call is included in the information packet you will receive once you apply. There is a tutorial demonstration on the CD that comes with the packet that is very good. Also, the written instructions in the packet are very helpful. Please review this.

CONTACTS – Permitting System

If you find that you need to change any account information, have a route added or the permit you are issuing requires an override, please contact MCS Helena headquarters at 406-444.7262 between 8:00 am and 5:00 pm Monday through Friday, or any MCS weigh station if you require assistance after office hours or on the weekend (except holidays.)

Emails are sent out to companies on a regular basis regarding road conditions, and system maintenance. If the company has a change to their email address or needs a password reset, please contact Jodee Alm at 406-444-7601. Assistance is available between the hours of 8:30 am and 5:00 pm, Monday through Friday (except holidays). If an email is sent to you and is returned to the State of MT as a reject, your permitting account will be inactivated until a valid email address is supplied.

If you experience a technical problem that is directly related to computer hardware and is not a permit override, etc., please contact Pat Lane at 406-444-2906. Assistance is available between the hours of 7:30 am and 3:00 pm, Monday through Friday (except holidays.)

FREQUENTLY ASKED QUESTIONS FOR MT PERMITTING

Q. What are the costs of Montana permits for Motor Carrier Services

- Term Over-Dimensional Permit Fees:
 - 95 feet long, 15 feet wide, 14'6" high: \$75.00
 - 100 feet long (interstate only permit): \$125.00
 - 120 feet long: non-divisible length \$125.00
(Width and height are NOT included)
 - Triples Permit: \$200.00

- Single Trip Over-Dimensional Permits Fees:
 - Trip Oversize \$ 10.00
 - 100 feet long (interstate) single trip permit: \$ 10.00
 - Triples Permit: \$ 20.00

- Overweight Permit - \$3.50 for every 5,000 lbs. of EXCESS axle weight (see the Federal Bridge Chart for legal weight calculations) multiplied by the number of 25 mile increments in the proposed route of travel.

Q. What are the Payment Options for your Montana permit

- MT only accepts MasterCard and VISA Credit card Payment types when a carrier self-issues their own permits online.

Q. What are the maximum dimensions of a load before an override is required on the MT permitting system for a trip permit.

- Width: 18'0"
- Height: 17'0"
- Length: 135'0"

Q. What are the maximum dimensions for weekend travel on a trip permit

- Width: 18'0"
- Height: 17'0"
- Length: 120'0"
 - If this is exceeded, no weekend travel is allowed.

Q. What are the maximum dimensions before a 32J application is required

- Width: 18'0"
- Height: 17'0"
- Length: 150'0"
 - If exceeded, no weekend travel is allowed.

Q. What are the maximum dimensions of a load before an override is required on the MT permitting system for a term permit.

- Width: 15'0"
- Height: 14'6"
- Length: 95'0"

Q. What are the legal dimensions of a transport for which permits are not required

- Width: 8'6" (102")
- Height: 14'0"
- Length: 75'0"
 - Single Power Unit: 55 feet (this includes an articulated bus & Dromedary Truck-Tractor) without trailers.
 - Tractor/Trailer: 53-foot trailer; or an extendable trailer that, when contracted does not exceed 53 feet may be extended to accommodate a long, non-divisible load without an overhang. No over length permits are required for operation of tractors pulling a 53' (or less) trailer combination regardless of overall length.
 - A 53 foot trailer that has extensions that are used for carrying a portion of the load and exceeds 53 feet, (Moving vans, hay trailers) will require permits.
 - Vehicles with loads' extending beyond the carrying portion of trailer are limited to overall length of 75 feet without permit required.
- Tractor/Doubles:
 - "A" Train - No length limit, providing neither trailer exceeds 28'6" in length or 61' of combined trailer length. An "A" train is a truck-tractor with a trailer, and a full trailer joined with a tongue hitch.
 - "B" Train - No length limit providing neither trailer exceeds 28'6" in length or 61' of combined trailer length. A "B" train is a truck-tractor with a trailer and a second trailer attached with a 5th wheel assembly supporting the back of the lead trailer and the front of the rear trailer.
 - "C" Train - No length limit providing either trailer exceeds 28'6" in length or 61' of combined trailer length. A "C" train is a truck-tractor with a trailer and a second trailer attached with a 5th wheel assembly. The difference between a "C" train and "A" train is the dual hitch converter dolly on the "C" train.

Q. Does Montana require a special permit for over 80,000 lbs.?

- You may not be required to have a special permit, but you would be required to be licensed for what you can legally haul. If hauling a reducible load you will need to comply with the federal bridge formula (be legal on your axles and also legal on your bridge). If this is a non-reducible load and it is either exceeding axle weight or the bridge formula a permit would be required and also be licensed to the maximum weight.

Q. What is an RPO?

- RPO stands for Registration Purposes Only and is for an out of state carrier who has been in the state longer than 72 hours on a Montana permit and is gainfully employed. You get it through the county you are currently working in.

Q. What weights will put my unit into DW-21 conditions?

- The conditions for travel are based on weight and axle configurations. It would be recommended that you apply for a vehicle analysis and that will tell you the weight and condition you would be travelling under based on the axle configuration.

Q. At what width do I need flag cars on two lane highways?

- One flag vehicle is required at the front when the vehicle or load exceeds 12 1/2 feet wide.
- Vehicles or loads not exceeding 16 1/2 feet wide are not required to have a rear flag vehicle provided they are equipped with "Oversize Load" signs, displayed front and rear, and two flashing lights or one revolving or strobe light is mounted on the power unit.
- One flag vehicle is required front and rear if the vehicle or load exceeds 16 1/2 feet wide. One flag vehicle is required rear if the length exceeds 110 feet.
- Flag vehicles are required front and rear if a load exceeding 10 feet wide is not equipped with light/signs as required in 18.8.510B ARM.
- Implements of Husbandry and vehicles hauling hay may be moved on a county road within 100 miles of the farming operation of the owner without using flag vehicles regardless of width.
- Flag vehicles must conform to all other applicable traffic and licensing laws, rules and regulations.

Q. What are light and sign requirements?

- Towing vehicles must be equipped with two-way radio communications if flag vehicles are required.
- If a load exceeds 10 feet wide, "Oversize Load" signs must be visible front and rear. The sign must be light in color with 8-inch dark letters. A sign can be mounted on the front of the power unit, placed as high as possible or any visible height.
- Two flashing amber lights, a minimum of 5 inches in diameter, mounted at each end of the wide load sign. One revolving light or strobe light may be substituted for two flashing lights. Lights shall be operating at all times when moving an oversize load.

Q. When do I need chains?

- The Department of Transportation has areas that are signed and designated as "chain up" areas. Montana law requires chains be used when "chains are required" signs are posted. Chains are required on the drive wheels of one axle of a vehicle.