BIM Advisory Bulletin #7 – December 2020

Photo Rendering Issue in BIS

In 2018 Alberta Transportation moved to a "paperless" filing system for the storage of BIM inspection reports. Currently, after inspection reports are data entered into the Bridge Information System (BIS) the original inspection report is scanned and merged with the corresponding photo document. The resulting electronic file is then uploaded into BIS where it is available for users to open and view both the report and the photos.
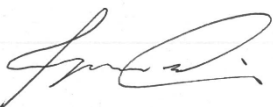
Recently, users of BIS have noted sporadic instances where the photo component of the electronic file is not opening and displaying properly. Research into this issue indicates a rendering problem can sometimes occur with the photo component when opening with Adobe Reader.

The approximate time period for this photo rendering issue appears to be electronic files uploaded into BIS between October 2019 to August 2020.

If BIS users encounter this photo rendering issue when opening and viewing electronic photo files, alternatives to Adobe Reader can be used to open and display the photos properly, including:

- Opening the file using the integrated PDF reader from one of the following web browsers;
    - Google Chrome
    - Microsoft Edge
    - Safari

- Use other pdf programs to open and view including;
    - Foxit Reader (Windows, macOS)
    - Slim PDF (Windows)
    - Nitro Reader (Windows)

- In the BIS inspection search;
    - Select the checkbox under "Print Photo" then click on the "Print All Checked"

If you have any questions on this matter, please contact the undersigned.

Bryan Wai, P.Eng.
Bridge Preservation Specialist
Technical Standards Branch
(780) 415-1079