DELAWARE DEPARTMENT OF TRANSPORTATION

NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM DATABASE

WEB VIEWER TROUBLESHOOTING GUIDE

As part of the Delaware Department of Transportation (DelDOT) National Pollutant Discharge Elimination System (NPDES) Permit Program, KCI Technologies, Inc. (KCI) was contracted to develop a Web-based Viewer to replace and upgrade DelDOT's existing Map Viewer. This Web Viewer Troubleshooting Guide is intended to describe potential problems and how to solve them.

1.0   BROWSER TYPE

Web Viewer functions most efficiently on modern browsers:

- Google Chrome, Microsoft Edge, Mozilla Firefox.

Web Viewer Does Not Properly Operate with Microsoft Internet Explorer.

2.0   CLEAR CACHE

2.1   Google Chrome

☐ In browser bar, enter:

  o Chrome://settings/clearBrowserData.

☐ From "Time range" drop-down menu, select "All Time".

☐ At top of "Clear browsing data" dialog window, click "Advanced".

☐ Ensure following options at a minimum are selected:

  o Browsing history.

  o Download history.

  o Cookies and other site data.

  o Cached images and files.

☐ Clear "Clear Data".

☐ Exit/quit all browser windows and re-open browser.

2.2   Mozilla Firefox

☐ From "History" menu, select "Clear Recent History".

   o   If menu bar hidden, press Alt to make visible.

☐ From "Time range to clear:" drop-down menu, select desired range; to clear entire cache, select "Everything".

☐ Next to "Details" click down arrow to choose which elements of history to clear entire cache, select all items.

☐ Clear "Clear Now".

☐ Exit/quit all browser windows and re-open browser.

2.3   Microsoft Edge

☐ In top right, click Hub icon (looks like star with three horizontal lines).

☐ Click History icon (looks like clock), and then select "Clear history".

☐ Select "Browsing history", "Cookies and saved website data", and then "Cached data and files". Click "Clear".

☐ After "All Clear" message appears, exit/quit all browser windows and re-open browser.

3.0   POP-UP BLOCKER

The pop-up blocker must be disabled for Reports and Maps to be generated properly from Web Viewer.

3.1   Google Chrome

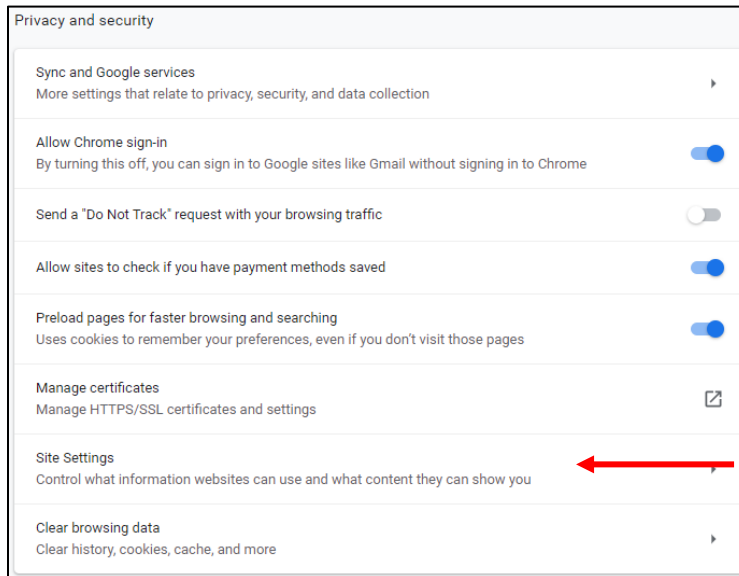☐ Open *Google Chrome* and click on *Customize and Control* Button at top right corner.
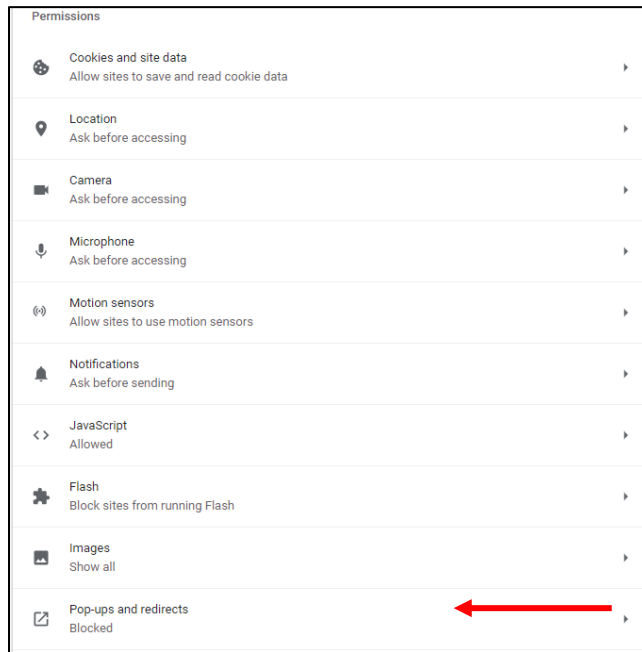
☐ In drop down list select *Settings*.

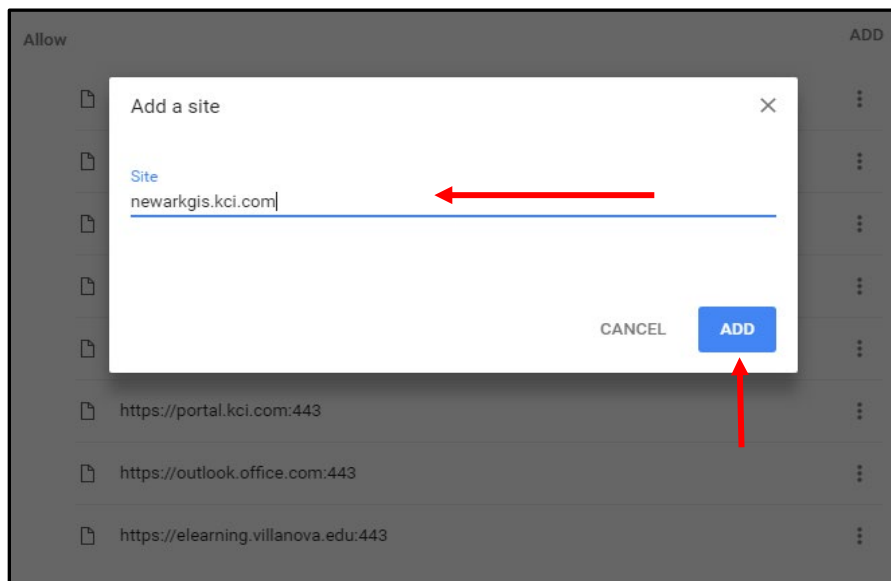☐ Scroll down to screen bottom and select *Advanced* tab.

☐ Under *Privacy and security* select *Site Settings* at lower left.

☐ Under *Site Settings* select *Popups and redirects* at bottom left.

☐ Under *Allow* select *ADD* at bottom right.

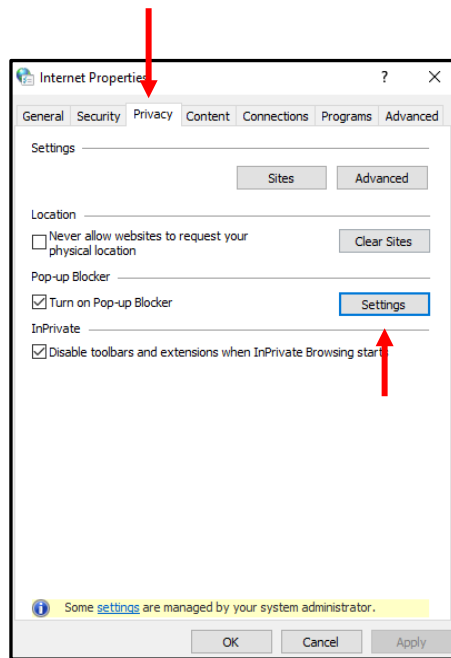☐ Under *Site* type in "newarkgis.kci.com" and click *ADD* button.

☐ Should now see "newarkgis.kci.com" under list of allowed sites.

☐ Close and reopen a new browsing window (pop-ups should now be allowed).

3.2   Microsoft Edge (Method 1)

☐   Type in "internet options" in *Type Here to Search* box next to *Start* button.

☐   Press *Enter* key or left click on *Internet Options*.
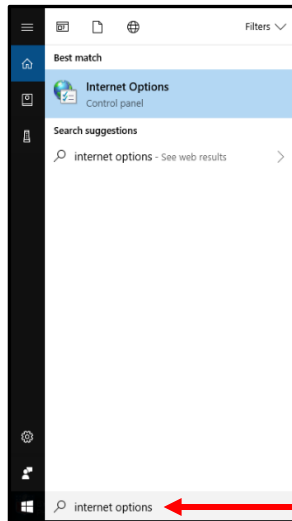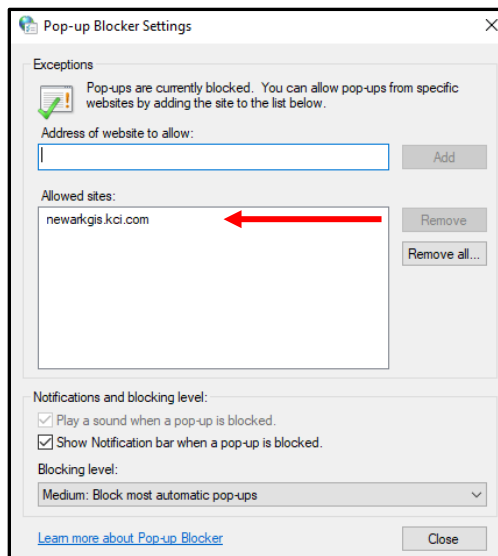

☐   Click *Privacy* Tab at top.

☐   Under *Pop-up Blocker,* left click on *Settings* button.

　　o   Make sure box is checked next to *Turn on Pop-up Blocker*.

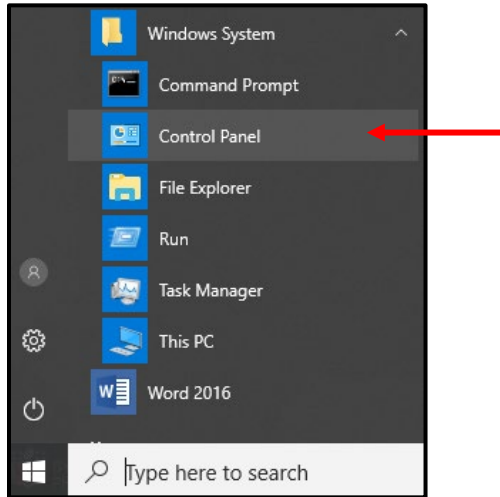☐   Type in "newarkgis.kci.com" and click *Add* button.
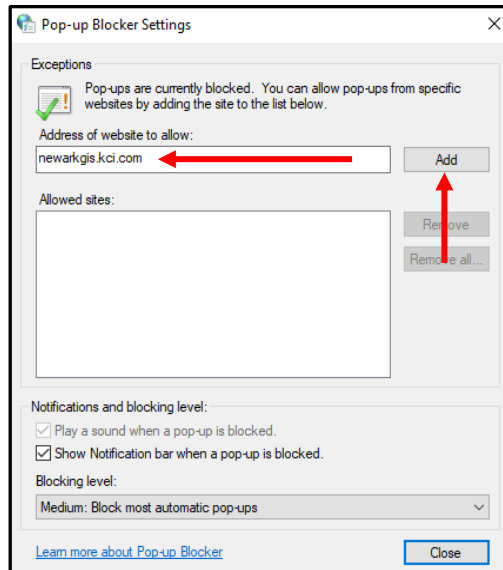
☐   Should now see "newarkgis.kci.com" in *Allowed sites* box.

☐   Click *Close* and open a new browsing window in Microsoft Edge.

☐   Should now be able to open a report or map in Web Viewer.

3.3 Microsoft Edge (Method 2)

☐ Click on *Start* button, Windows System, Control Panel.

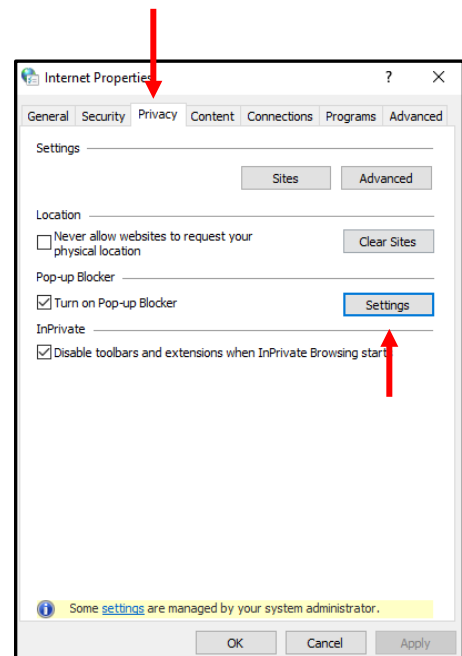☐ Once in *Control Panel* click *View by* drop down and select *Large icons.*
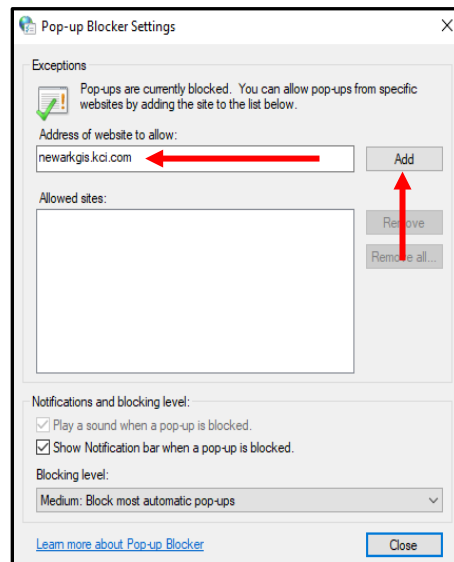

☐ Click on *Internet Options.*

☐ Click *Privacy* Tab at top.

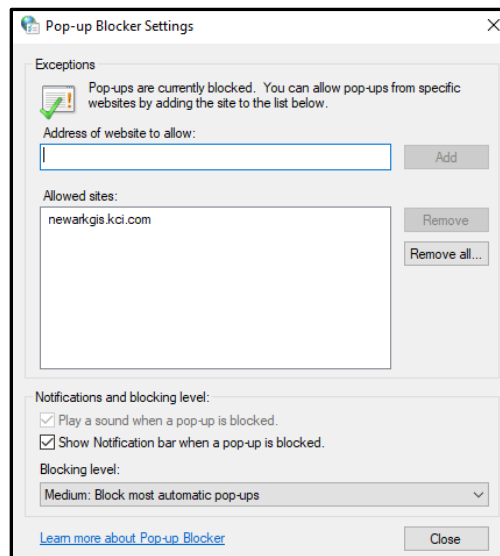☐ Under *Pop-up Blocker,* left click on *Settings* button.

    o Ensure box is checked next to *Turn on Pop-up Blocker*.

☐ Type in "newarkgis.kci.com" and click *Add* button.

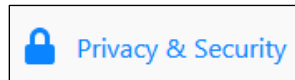☐ Should now see "newarkgis.kci.com" in *Allowed sites* box.

☐ Click *Close* and open a new browsing window in Microsoft Edge.

☐ Should now be able to open a report or map in Web Viewer.
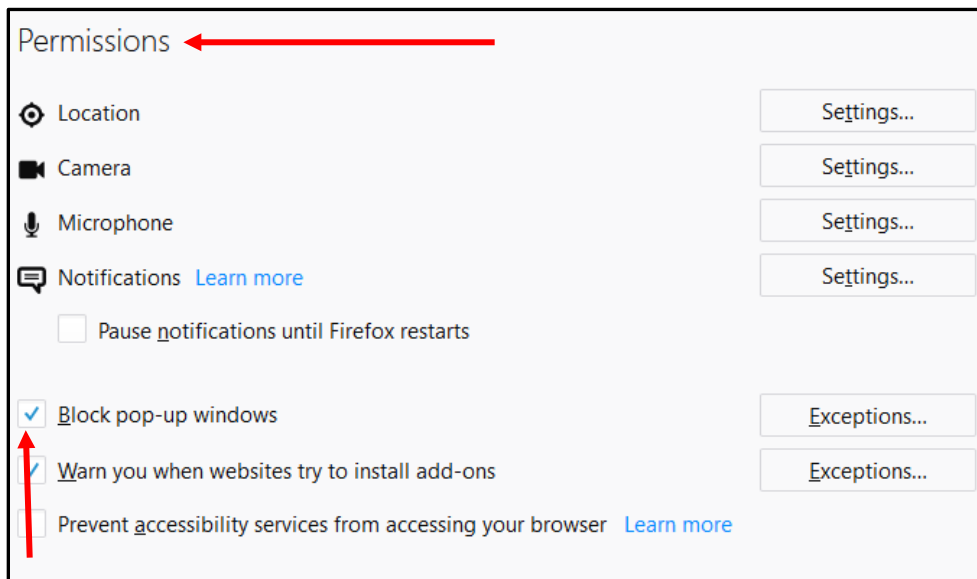
3.4   Mozilla Firefox

☐ Open Mozilla Firefox and left click *Open menu* button at top right corner.

☐ In drop down list select *Options*.
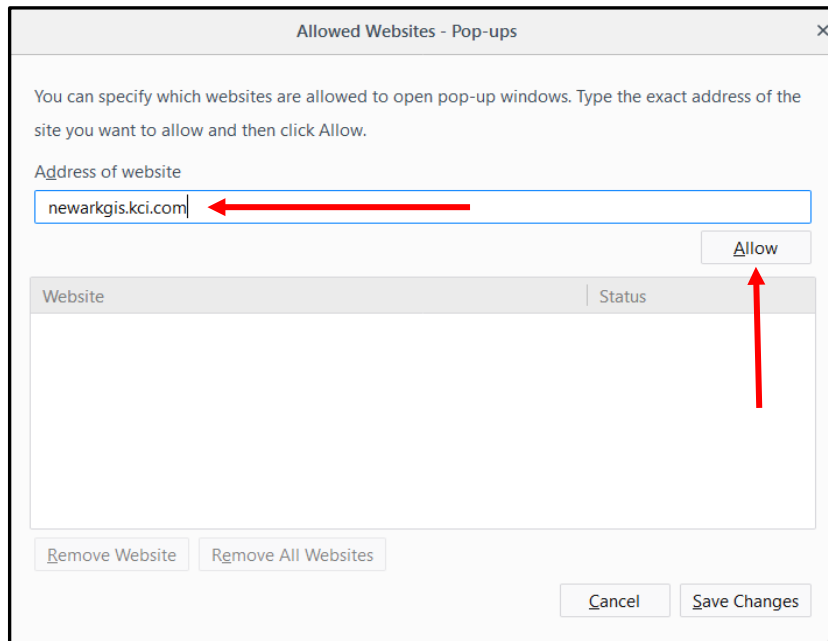
☐ On left side page select *Privacy & Security*.

☐ Scroll down to *Permissions* section and ensure box to left of *Block pop-up windows* is checked.
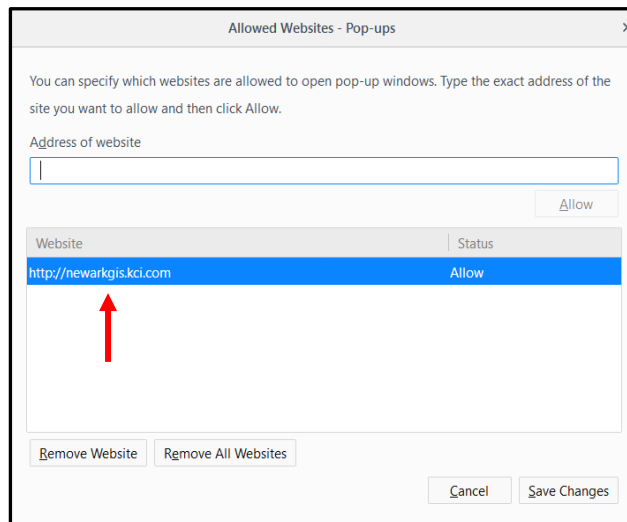

☐ Select *Exceptions* at right side of screen*.*

☐ Under *Address of website* type in "newarkgis.kci.com" and click *Allow*.

☐ Should now see "newarkgis.kci.com" under list of allowed sites.

☐ Select *Save Changes.*

☐ Close and reopen a new browsing window (pop-ups should now be allowed).