

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:
 - 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:
 - \circ Browsing history.
 - Download history.
 - Cookies and other site data.
 - 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".
 - 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.

Advanced 👻

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

Privacy and security	
Sync and Google services More settings that relate to privacy, security, and data collection	۲
Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome	-
Send a "Do Not Track" request with your browsing traffic	
Allow sites to check if you have payment methods saved	
Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	-
Manage certificates Manage HTTPS/SSL certificates and settings	
Site Settings Control what information websites can use and what content they can show you	,
Clear browsing data Clear history, cookies, cache, and more	•

□ Under Site Settings select Popups and redirects at bottom left.

Perm	issions	
٩	Cookies and site data Allow sites to save and read cookie data	×
9	Location Ask before accessing	۲
	Camera Ask before accessing	+
Ŷ	Microphone Ask before accessing	•
(0)	Motion sensors Allow sites to use motion sensors	۲
۰	Notifications Ask before sending	۲
<>	JavaScript Allowed	۲
*	Flash Block sites from running Flash	×
-	Images Show all	۲
Ø	Pop-ups and redirects Blocked	+

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

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

👫 Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups to websites by adding the site to the list below. Address of website to allow:	from specific
newarkgis.kci.com	Add
Allowed sites:	Renove
Notifications and blocking level:	
Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	
Medium: Block most automatic pop-ups	\sim
Leam more about Pop-up Blocker	Close

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

Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pi websites by adding the site to the list below.	op-ups from specific
Address of website to allow:	
	Add
Allowed sites:	
newarkgis.kci.com	Remove
	Remove all
	Neniove ali
Notifications and blocking level	
Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	
Medium: Block most automatic pop-ups	~
Learn more about Pop-up Blocker	Close

- □ 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*.

Internet Options

- □ Click *Privacy* Tab at top.
- □ Under *Pop-up Blocker*, left click on *Settings* button.
 - Ensure box is checked next to *Turn on Pop-up Blocker*.

👫 Internet Properties			? ×	
General Security Priv	acy Content Conn	ections Programs	Advanced	
Settings				
	5	Sites Adv	anced	
Location				
Never allow website physical location	es to request your	Clea	ar Sites	
Pop-up Blocker				
Turn on Pop-up Blo	cker	Se	ttings	
InPrivate	InPrivate			
☑ Disable toolbars an	d extensions when InP	rivate Browsing sta	rt C	
Some settings an	re managed by your sy	stem administrator.		
	OK	Cancel	Apply	

I.

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

👫 Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups fr websites by adding the site to the list below.	om specific
Address of website to allow:	
newarkgis.kci.com	Add
Allowed sites:	Ren ove Remote all
Notifications and blocking level: Play a sound when a pop-up is blocked. Show Notification bar when a pop-up is blocked.	
biocking level.	
Medium: Block most automatic pop-ups	~
Learn more about Pop-up Blocker	Close

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

Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups websites by adding the site to the list below.	from specific
Address of website to allow:	Add
Allowed sites:	
newarkgis.kci.com	Remove all
Notifications and blocking level:	
Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	
Medium: Block most automatic pop-ups	~
Learn more about Pop-up Blocker	Close

- □ 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.

Permissions	
O Location	Se <u>t</u> tings
Camera	Se <u>t</u> tings
Juicrophone	Settings
Notifications Learn more	Se <u>t</u> tings
Pause notifications until Firefox restarts	
Block pop-up windows	Exceptions
Warn you when websites try to install add-ons	Exceptions
Prevent <u>a</u> ccessibility services from accessing your browser Learn more	

□ Select *Exceptions* at right side of screen.

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

Allowed Websi	tes - Pop-ups	×
You can specify which websites are allowed to op site you want to allow and then click Allow. A <u>d</u> dress of website	en pop-up windows. Type the exact address of th	e
newarkgis.kci.com		
	Allow	
Website	Status	
Remove Website Remove All Websites	<u>Cancel</u> <u>Save</u> Change	s

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

Allowed Websites - Pop-ups			×
You can specify which websites are allowed to open pop-up windows site you want to allow and then click Allow. Address of website	. Type the exa	ct address of the]
		<u>A</u> llow	
Website	Status		
http://newarkgis.kci.com	Allow		
1			
Remove Website Remove All Websites			
	<u>C</u> ancel	Save Changes]

- □ Select *Save Changes*.
- □ Close and reopen a new browsing window (pop-ups should now be allowed).