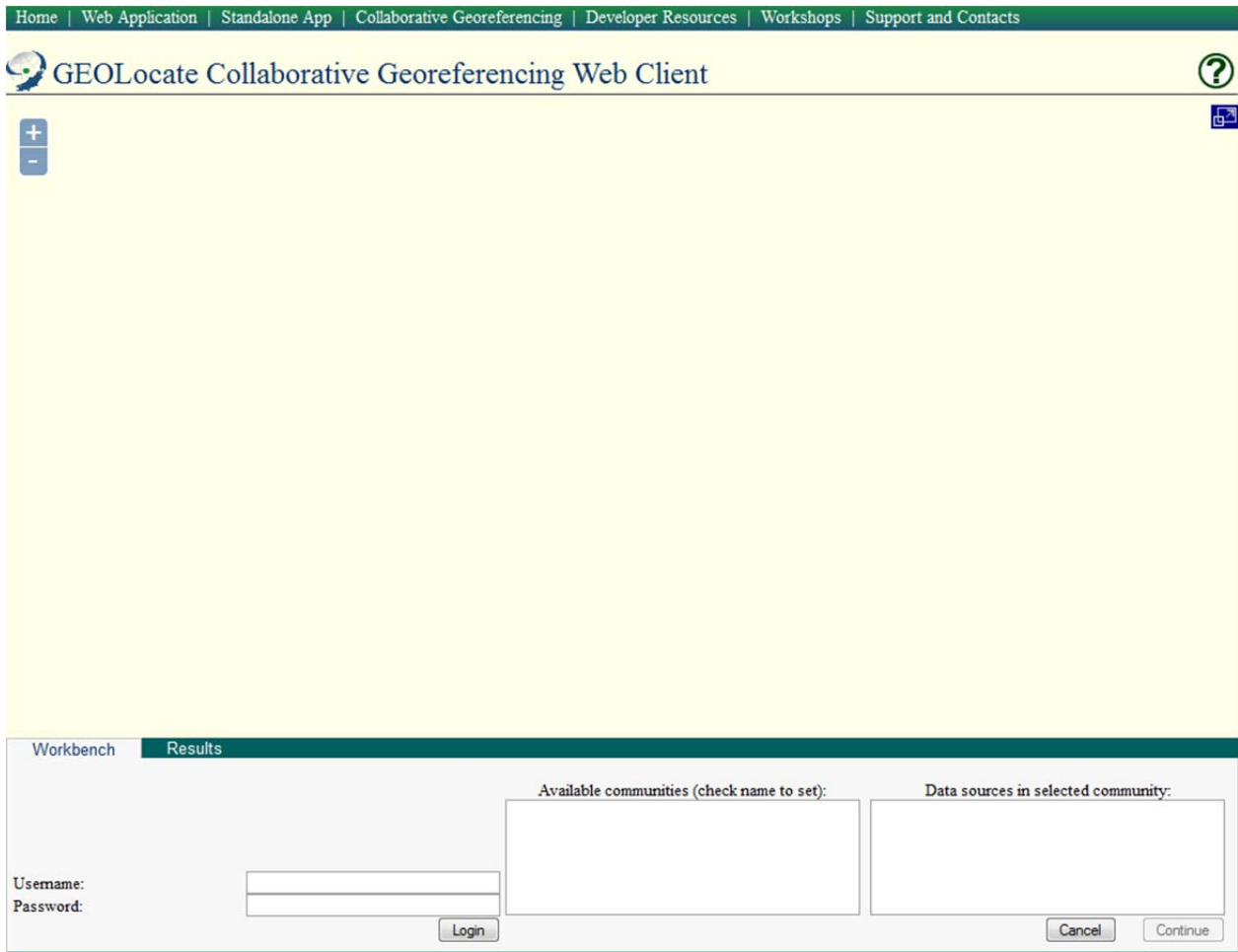


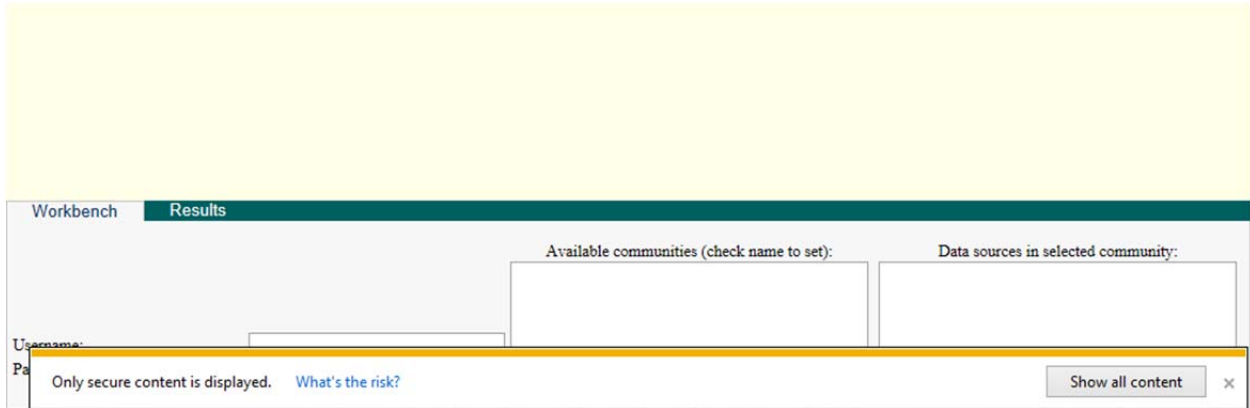
GEOLocate Website Empty Map Area Issue Description and Fix

Sometimes when logging onto the GEOLocate website, the map might not show. Instead, you may see an empty yellow space like in the image below:

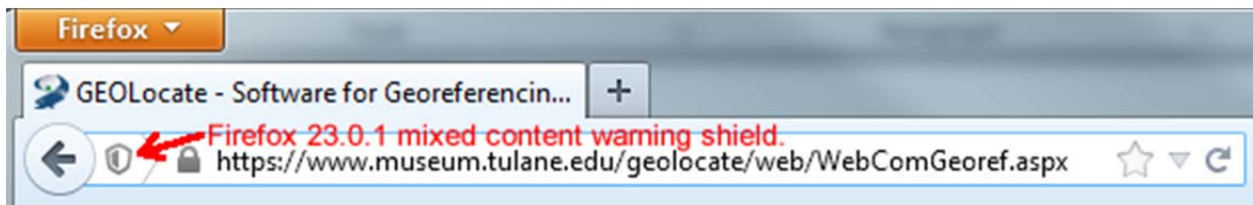


This may be due to the mixed content display warning feature in your browser. Basically, when you login using the secure link (https) all of your communications with our sever is encrypted, but the maps from Google, Bing, etc. still come from unencrypted public services, so browsers typically warn you that you are on a site that has a combination of secure and unsecure resources.

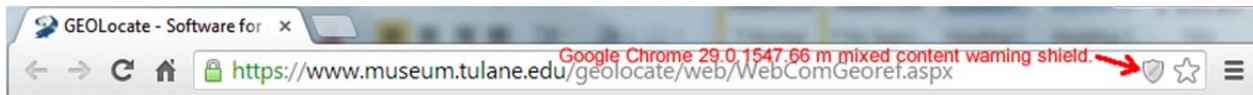
Browsers will either display a message, like Internet Explorer 10 does at the bottom of the page:



Or display and icon in the address bar on the left (Firefox 23.0.1):



Or the right (Google Chrome 29.0.1547.66 m):



To allow the map to be shown, follow the instructions below:

- Internet Explorer 10:
The “secure content” warning will only show for a few seconds once the page is loaded. Just click on the “Show all content” to show the map. The page may reload. Note that this solution will need to be applied every time you navigate to the site. To prevent the message from showing for GEOLocate and all other mixed content sites you visit, follow the instructions below:
 1. Start Internet Explorer.
 2. On the Tool menu, click **Internet Options**.
 3. Click the **Security** tab, and then click **Custom level**.
 4. In the Settings box, scroll down to the **Miscellaneous** section, and under **Display mixed content** choose from the following options:
 - **Disable**, will not display non-secure items
 - **Enable**, will always display non-secure items without asking
 - **Prompt**, will prompt you when a webpage is using non-secure content
- Firefox 23.0.1:

Click the shield icon on the left in the address bar and choose **Disable Protection on This Page** from the dropdown menu. The icon in the address bar will change to an orange warning triangle to remind you that insecure content is being displayed. Note that this solution will need to be applied every time you navigate to the site. To prevent the message from showing for GEOLocate and all other mixed content sites you visit, follow the instructions below:

1. Start Firefox.
 2. Open a new tab, type about:config in the address bar and click "Enter".
 1. Promise to "be careful" if a message about voiding your warranty appears.
 2. In the search box, type security.mixed_content.block_active_content.
 3. Double-click the name of the preference that appears to change its value (**False** to prevent the mixed message warning from appearing).
- Google Chrome 29.0.1547.66 m:
Click the shield icon on the right in the address bar and choose **Load unsafe script** from the dropdown menu. The icon in the address bar will change to a crossed out pad lock and a diagonally stroke out red https to remind you that insecure content is being displayed. Note that this solution will need to be applied every time you navigate to the site. To prevent the message from showing for GEOLocate and all other mixed content sites you visit, follow the instructions below:
 1. Use the command line flag **--allow-running-insecure-content** to prevent Chrome from checking for insecure content. Instructions on how to add a command line flag can be found here: <http://www.chromium.org/developers/how-tos/run-chromium-with-flags> (English only).