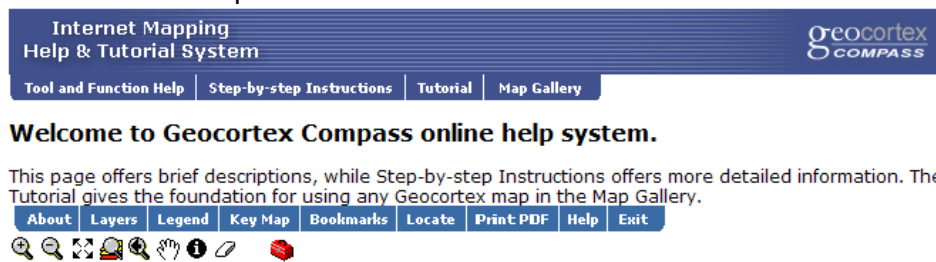


# GIS Frequently Asked Questions

How do I get help for the map viewer?

3 help resources are available.

- Help about tools, step by step instructions, and a detailed online tutorial is available from the "Help" tab inside the GIS map viewer.



For specific information please click on the above tool or map function in which you are interested. If you require additional instructions click on the More Information button. Please note that not all tools or map functions have additional information available.

- A 'Web GIS Guide' link on the GIS home page gives an overview of how to access the map viewer and use of common tools.
- Additional help can be directed by phone to the municipal hall at 250-475-1775 or by email to [gis@saanich.ca](mailto:gis@saanich.ca).

What browsers are supported?

The Saanich GIS viewer supports the latest versions of Internet Explorer (minimum version 5.5), and Netscape (minimum version 4.5) on a Windows platform. Firefox is supported on both Windows and Linux. Testing indicates support of Safari on Macintosh.

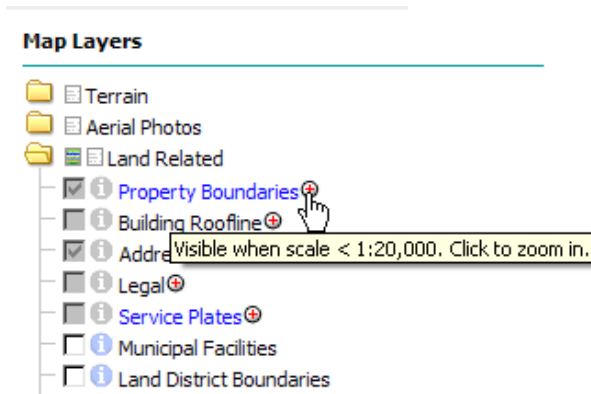
Can I print the tutorial?

You can print the tutorial one page at a time.

Click on the tutorial tab and maximize the page. Right click with your mouse on the page and choose 'print' from the pop-up context menu.

Can I print a map of any layer for the entire municipality?

You can print a map of the entire municipality for any layer that doesn't have a scale dependency. Some layers have a 'scale dependency' set and will not display beyond a designated scale. To find out what scale is set for a layer, hover over the red plus sign at the right of the layer name. For example, Property boundaries can only be displayed when the scale is larger than 1:20,000.



**Problem:** Can't get past 'disclaimer' page after clicking the 'I Agree' button.

Reason: Internet Explorer 'security' is most likely set to 'HIGH'. When 'security' is set to HIGH you cannot submit the acceptance of terms form and when 'privacy' (cookies) is set to HIGH, a 'timeout' will appear.  
Action: Alter your browser security settings. For Internet Explorer, choose the Tools tab, choose Internet Options, set both 'security' & 'privacy' tabs to MEDIUM.

**Problem:** HTTP apache error when creating a PDF of a color photo.

Reason: Saanich is aware of the problem and working on a solution.  
Action: Please send us an email so we can track the occurrences.

**Problem:** Map viewer will not open or you see a blank screen.

Possible Reason: Pop-up blockers are turned on. A session cookie is also used to track your map requests and you must allow cookies to use this site.  
Action: Disable the Pop-up blocker and allow cookies. For Internet Explorer, choose Internet Options, choose the Advanced tab, uncheck "disable pop ups".

**Problem:** E-mail error

Error message = 'The message you are trying to send has encountered an error: IOException while sending message; nested exception is: java.io.FileNotFoundException:  
[http://www.saanich.ca/Output/Internet\\_Query\\_SAANICH1661365856676.png](http://www.saanich.ca/Output/Internet_Query_SAANICH1661365856676.png)  
Reason: This appears to be a random error and we have not identified the reason.  
Action: Customers experiencing this problem have been successful after rebooting their computer.