

Saanich GIS Map Service Frequently Asked Browser and System Questions



1. What is the difference between the 'Launch Full Feature Map Viewer' button and the 'Launch Light Map Viewer' button?

The '**Launch Full Feature Map Viewer**' button launches the full feature Silverlight version of the GIS viewer which should be used in a desktop or laptop environment exclusively. This version requires the Silverlight plugin.

The '**Launch Light Map Viewer**' button launches the HTML5 version of the GIS viewer which is designed to be used in a mobile environment (tablet or smart phone) but also works on a desktop as well. This version currently has less tools and functionality than the Silverlight version and doesn't require a plugin.

2. What are the **supported browsers** for this application?

For the **Silverlight Full Feature Map Viewer**, most browsers are supported including Internet Explorer, Firefox and Safari. It is always a best practice to use the most recent version of these when possible. (See question 6 for a detailed list of supported browser versions)

For the **HTML5 Light Map Viewer**, the vendor offers support for only a couple of browsers. (See the matrix below). It is always a best practice to use the native internet browser on your device. An example of this would be Safari on an iPad or iPhone.

The Viewer for **HTML5** is tested and recommended for use on*:

Desktop (large)	Tablet (medium)	Handheld (small)
Internet Explorer 8.0+ (11.0 recommended)	Safari – IOS 7+ recommended	Safari – IOS 7+ recommended
Mozilla Firefox current version recommended		Android
Google Chrome current version recommended		Chrome on Android

*effective July 2015

3. I can't launch the map service on my **Apple mobile device**?

Silverlight is not supported on IOS so we have developed a lightweight map service that is supported on IOS devices such as iPad. This HTML5 **Light Map**

Viewer can be accessed by clicking the 'Launch Light Map Viewer' button on the main GIS page of the Saanich website.

4. Are my pop-up blockers in my web browser affecting my ability to **print a map or report**?

Yes. You need to disable the pop-up blocker for this site to print a map or create a report.

For example, if you are using Internet Explorer (IE), you can enable pop-up windows by adding *.saanich.ca to pop-up exceptions in the Pop-up Blocker Settings in The Privacy Tab for Internet Options. Full instructions on enabling pop-ups by browser type are available by calling us or emailing gis@saanich.ca.

5. I am having trouble viewing the **help videos**.

If you are unable to view the mp4 videos, please call or email us at gis@saanich.ca. Most internet browsers should support playing the videos.

6. I am being prompted to download a **Silverlight plug-in**. Is this necessary?

Yes. The **Full Feature Map Viewer** requires Microsoft's Silverlight plug-in to run. It is freely available for browsers running under Microsoft Windows and Mac OS X. Follow the Silverlight download instructions and once installed, the GIS map service should launch.

To go to the Silverlight download site click on <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

The table on the next page shows compatible operating systems and browsers.

Operating System	Internet Explorer 11	Internet Explorer 10	Internet Explorer 9	Internet Explorer 8	Internet Explorer 7	Internet Explorer 6	Firefox 12+	Safari 4+	Chrome**
Windows 10***	✓*	-	-	-	-	-	✓	-	✓
Windows 8.1 Desktop	✓*	-	-	-	-	-	✓	-	✓
Windows 8 Desktop	-	✓*	-	-	-	-	✓	-	✓
Windows Server 2012 R2	✓*	-	-	-	-	-	✓	-	✓
Windows Server 2012	-	✓*	-	-	-	-	✓	-	✓
Windows 7	-	-	✓*	✓*	-	-	✓	-	✓
Windows 7 SP1	✓*	✓*	✓*	✓*	-	-	✓	-	✓
Windows Server 2008 SP2	-	-	✓	✓	✓	-	✓	-	✓
Windows Server 2008 R2 SP1	✓*	-	✓*	✓*	-	-	✓	-	✓
Windows Vista SP2	-	-	✓	✓	✓	-	✓	-	✓
Windows Server 2003 SP2	-	-	-	✓	✓	-	✓	-	✓
Macintosh OS 10.5.7+ (Intel-based)	-	-	-	-	-	-	✓	✓	-

* Supports 64-bit mode

** Chrome is supported up to version 41. For support on Chrome 42 and later, see [KB3058254](#).

*** Silverlight is not available in the Microsoft Edge browser, but is supported in Internet Explorer.

Silverlight 4 compatible operating systems and browsers found [here](#).

Minimal Requirements

Components	Requirement
Windows	X86 or x64 (64-bit mode support for IE only) 1.6-gigahertz (GHz) or higher processor with 512-MB of RAM
Macintosh (Intel-based)	Intel Core Duo 1.83-gigahertz (GHz) or higher processor with 512-MB of RAM

How do I submit feedback or get assistance for the Saanich GIS Map Service?

Please email gis@saanich.ca or ask to speak with GIS staff at 250.475.1775
We are here to help!