

# MapGuide 2018 FAQs

## **Session Cookies**

**Q:** How do I enable my browser's session cookies to preserve my redlines during the day?

**A:** The question refers to the window that appears when you use the redline tool for the first time during a day's session.

Redline message: Redlines can be preserved during the day that they are created by enabling your browser's session cookies.

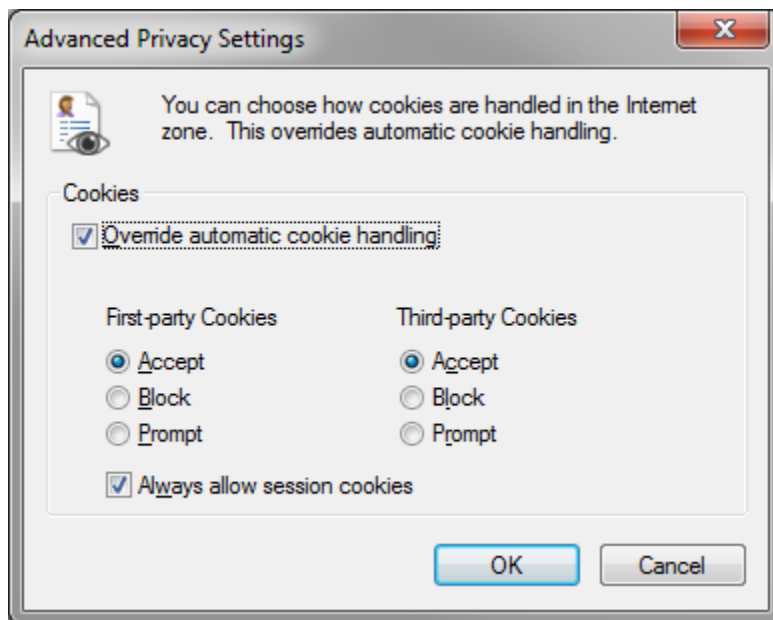
If you are using Internet Explorer go to:

Tools > Internet Options > Privacy tab > Advanced button

Check the box labeled **Override automatic cookie handling**.

Check the box labeled **Always allow session cookies**.

Click **OK**.



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## **No Selected Items Report**

**Q:** Why won't the **Selected Items Report** display when I click the **Selection Results** button?

**A:** You must enable pop-ups. This applies to all browsers. Some browsers allow you to do this through **Tools**. Others offer an **Option** button after they tell you that pop-ups are blocked. Usually, there is an option to "always allow for this website" or wording to that affect. Pop-ups are also needed for the text labels in **Redlines**, **Lat/Long** tool and other tools.

If you cannot find how to allow pop-ups, you may need to Google "allow pop-ups for (your current version of your browser)."

**NOTE:** The indication that an item is selected on the map is that it turns dark blue.

Although many layer items are selectable, the Selection Results tab will only display results for

1. oil/gas wells (well spots with API numbers)

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2. directional bottomhole locations
  3. water wells
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### **Cannot Activate Layers**

**Q:** Why can't I turn layers on and off in the layers panel?

**A:** If you are using two monitors, try moving the map to the other monitor. However, this now seems to apply only to older version browsers. Most current versions of browsers allow this function on multiple monitors.

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### **Cannot find my layer of interest**

**Q:** I cannot find a layer that I am used to finding on the old map.

**A:** Not all layers are visible at all map scales. The closer you zoom in, the more layers become visible and appear in the layers list. For example, to see the well status symbols you must be zoomed in to at least a scale of 1:130,000.

Also, the layers are now arranged in folders under various headings. The expanded folders exposing all of the layers can be seen in the last two pages of the Map Layer Info document available in the MapGuide Helps panel to the right of the map panel.

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### **Cannot Use Selection Tool**

**Q:** Why can't I select several wells to get a Selection Results report or even double click a single well to get a scout card?

**A:** The **Selection Tool** operates only at a scale of greater than 1:150000 when the wells are represented by bright red dots. That is to say, you must be zoomed in closer than 1:150000.

Wells are not selectable at scales zoomed out beyond 1:150000 when you see the wells as dark red dots.

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