Troubleshooting Guide for the STAR Story Map

Updated July 2019

This Troubleshooting Guide is intended to provide guidance to users of the Department of Environmental Protection's Story Map for the *Florida Statewide Annual* (STAR). This guide identifies several known issues that users might encounter and provides solutions to those issues. This guide is intended to be updated as issues and solutions are identified.

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Known issues and solutions 2

I'm seeing a black screen on the right-side panel or a pop-up indicating that I should use a different browser. 2

The right-side panel has a gray screen with a frowning face instead of a graphic. 2

The words on some of the graphics appear truncated. 2

Troubleshooting

Known issues and solutions

I'm seeing a black screen on the right-side panel or a pop-up indicating that I should use a different browser.

Esri Story Maps, such as the STAR, are built on a graphics platform that is best experienced with newer internet browsers and several of the STAR components may not appear correctly in Google Chrome. If you see either of the issues above, try pasting the link into either Microsoft Edge or Mozilla Firefox 64-bit browsers. If you have Mozilla Firefox and continue to experience problems, check to make sure you have the 64-bit version—if not, you may try updating your browser version with Mozilla Firefox 64-bit. Microsoft Edge or Mozilla Firefox 64-bit are free to download.

The right-side panel has a gray screen with a frowning face instead of a graphic.

This problem is an issue related to the Google Chrome browser. The dashboards that are embedded in the right-side stages are data intensive applications using Tableau software and this error most often occurs when the user's cache needs to be cleared. To find instructions on clearing the cache for Google Chrome please follow the instructions found here: Clear cache & cookies.

If the above solution does not work, we recommend opening the link in either Microsoft Edge or Mozilla Firefox 64-bit browsers. These internet browsers are free to download.

The words on some of the graphics appear truncated.

The dashboards embedded in the right-side stages resize according to the screen size and resolution for each user and the text will become squeezed into the spaces. If you hover over the text with your mouse, then a pop-up will provide the full text.

Please Note

Sometimes the issues a user experiences are unrelated to the STAR Story Map. The report is a web-based application and therefore requires an internet connection. If the user is experiencing internet connectivity issues, please refer to troubleshooting guides for your internet service provider, computer hardware, or network devices.

If the issue you are experiencing is not addressed in this guide and you have made certain it is not a network issue, please contact the Department of Environmental Protection for further assistance.

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