

Trouble Shooting

Note: Kootenai County's Silverlight based mapping applications have been designed for use in desktop and laptop computing environments. These applications have not been designed or tested for their use on any mobile devices. **Google has removed the technology to support Silverlight and several other internet protocols from their current version Chrome Browser. Chrome users will not be able to use this mapping application.**

Mac OS Users

While Silverlight is supported as a cross platform plug-in, some Mac Users have had some difficulty using the Silverlight plug-in. Below are the minimum system requirements for Silverlight installation;

Mac Requirements For Silverlight

- Intel Core Duo 1.83-gigahertz (GHz) or higher processor with 512-MB of RAM
- Mac OS X 10.4.11 or later
- Firefox 3 or later, Safari 4 or later, or other modern browser

Silverlight Download Sites Microsoft Download: <http://www.microsoft.com/silverlight/resources/install.aspx>

MacUpdate Download: <http://www.macupdate.com/app/mac/26623/silverlight>

General Silverlight Install Problems

Silverlight Not Loaded On Machine: If your computer does not have Silverlight installed you should see a Microsoft Silverlight Logo appear in the web browser. Click the logo and the browser will prompt you to either run or save the installation file (Silverlight.exe). Click **Run** to start the download. When the download is finished, the browser prompts you again to run the installer. Click Run to start the installation. Note that you must have sufficient administrative privileges to install Silverlight.

For Mozilla Firefox Users: Save Silverlight.exe to your hard disk. Once the download is finished, click Open. The installation starts.

Auto Install Failure: If the auto install does not work follow the link below and check you system for compatibility and additional install information.

Microsoft Download: <http://www.microsoft.com/silverlight/resources/install.aspx>

Silverlight Is Installed But Map Is Blank: This problem typically indicates that an older version of Silverlight is loaded and will need to be manually uninstalled before updating to the most current version. Follow this link for instructions. Microsoft Download:

<http://www.microsoft.com/silverlight/resources/install.aspx>

****If problems still persist please contact Microsoft support at <http://www.microsoft.com/en-us/default.aspx>**