

Here are some questions users have asked and information that can help with resolving the problems.

### **Problem: The map is blank**

I've got several guesses but would be able to diagnose the problem better if you can post a link to your map page to the email user group so I can take a look at it.

This happens to me when I run PresbyterySite on my local computer (not on the web server), because the Google Map API is specific to your website's IP address, and the IP address of my local computer is not the same as the IP address of my website. When that happens, the Google map pops up a dialog box saying that "The Google Maps API key used on this web site was registered for a different web site. You can generate a new key for this web site at <http://www.google.com/apis/maps/>." Do you get that popup message? If so, you should generate a key for your site that only has your domain name, and does not include any subdirectories of your site, like <http://www.alwaysreformed.com>

rather than <http://www.alwaysreformed.com/home>

. (You can also get the map to display on your local computer by applying for a key like <http://localhost/>

.) You can also try this:

[http://mapki.com/wiki/Read\\_This\\_First#My\\_API\\_key\\_doesn.27t\\_work](http://mapki.com/wiki/Read_This_First#My_API_key_doesn.27t_work)

If you don't get that popup, your problem may be that the size of the HTML <div> element within which the map is found is set to a relative height (a percentage), or to a height not tall enough for the map, which can cause the map not to display. This problem is described here: <http://www.econym.demon.co.uk/googlemaps/basic19.htm>

. You can change the size of that <div> element, which is named "map" in the CSS stylesheet found at components/com\_ps\_map/ps\_map.css. Edit it over FTP if possible to avoid the complexity of editing the CSS file in the zipped installer files and then reinstalling the component.

You could also check to see whether the map works in other browsers like FireFox.

You should also check to see if your browser reports any JavaScript errors. JavaScript has to be enabled in your browser for the maps page to work.