

## Using PARAGON with Internet Explorer 8

The release of Internet Explorer 8.0 resulted in some compatibility issues with our PARAGON web mapping site. Fortunately, it's an easy fix and here's how to do it:

First of all, to verify whether or not you are using version 8, open Internet Explorer, go to the "Help" menu and select "About Internet Explorer" from the dropdown menu. If you have version 8, there is a settings change you must make in order for the site to load correctly. Please follow the steps below...

1. Navigate back to the City's home page (<http://www.ci.west-bend.wi.us/>) and close any other browser windows or tabs you have open.
2. Click on the "Tools" menu and look to see whether there is a checkmark next to the text that reads "**Compatibility View**" (about halfway down the menu). If there is not already a checkmark present, click on that text so that a checkmark is added next to "Compatibility View". Before continuing, verify that this settings change took place by going back into the "Tools" menu and making sure the checkmark is present.
3. Next, click on the "Tools" menu once again, this time selecting "**Compatibility View Settings**" (just below "Compatibility View"). Verify that the text "west-bend.wi.us" appears in the second window and keep the default settings for the 3 checkboxes. Adding this domain to the list of websites that will be displayed in Compatibility View will prevent you from having to go through these steps every time you use PARAGON.
4. From the City's homepage, navigate back to the page where you enter PARAGON ("City Services" dropdown link > "PARAGON Map Service"). Click on "Enter Map Service" and you should find that the map now loads correctly.

Note: If you are using an *earlier* version of Internet Explorer and PARAGON is still not loading correctly, here are a few other troubleshooting techniques to try out:

- Make sure popup blockers are turned off ("Tools" menu > "Internet Options" > "Privacy").
- Close your browser and reopen it. Navigate back to PARAGON and try again.
- Delete your browsing history, removing temporary files, cookies, and history ("Tools" > "Internet Options" > "General" tab). Click the "Delete" button under "Browsing history".
- Do not access PARAGON using a bookmark. It is better to bookmark the City's home page and *then* navigate your way to the PARAGON entrance page.
- Restart computer

If you continue to experience problems, please contact the **Department of Community Development at: 262-335-5122** or email [thayerb@ci.west-bend.wi.us](mailto:thayerb@ci.west-bend.wi.us). Please keep a detailed account as to the specific problems you run into, and have that documentation on hand when you call. Any information is helpful, particularly if you let us know which areas on the page are loading correctly and which are not. If an exclamation mark appears in the lower left-hand corner, double-click on it and write down the exact error message it displays. Lastly, please provide us with the type of operating system you're running, the web browser and version you are using, the screen resolution of your monitor (ex: 1280 x 800), and the version/update of Java you have installed (Control Panel > Java > "General" tab > "About" button).