Frequently Asked Questions (FAQs)
February 10, 2015
(draft 1)

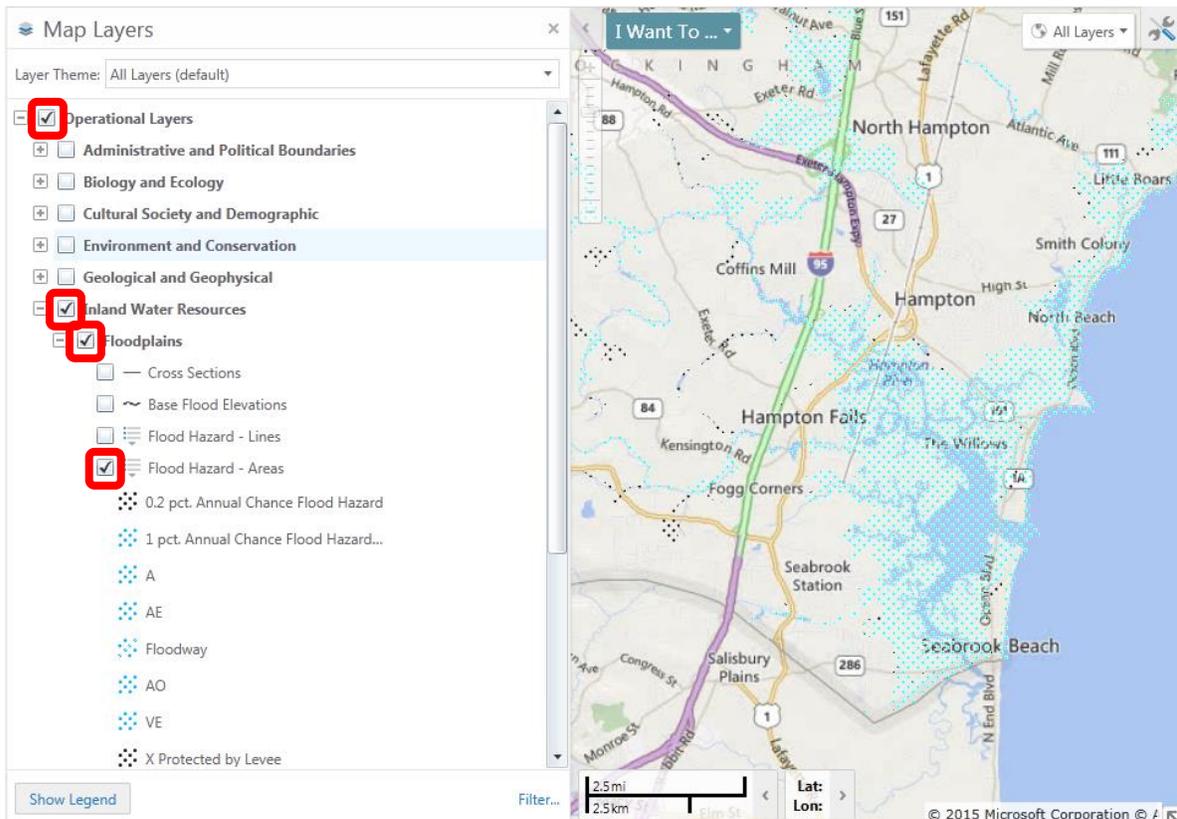1. *What browser is best to use when accessing the Coastal Viewer?*

   The Coastal Viewer is based on commercial software – the Geocortex Viewer for Silverlight – which currently runs on all major browsers. To run the Viewer, a browser must have the Microsoft Silverlight plug-in installed. In most circumstances, if the browser does not have the Silverlight plug-in installed when the Viewer is launched, the user is prompted to install it. The plug-in is available as a free download from Microsoft.

   However, GRANIT does not recommend using the Google Chrome browser because of its Silverlight deprecation planned for 2015. The published information indicates that Chrome will completely lose the ability to run Silverlight as of September, with no way to override. We have found Mozilla Firefox to be the most reliable browser for this application.

2. *I have checked on a data layer – why is it not displaying on the map?*

   You may not see a data layer that you have checked on for one or more of several reasons:
   a) In order for a data layer to display on the map, all folders that contain it must also be checked on or display. For example, in order to display the "Flood Hazard – Areas" layer, the 4 boxes must be checked as shown below.

b) Map layers display on the map in reverse order, e.g. from the bottom of the layer list to the top. Thus, layers appearing higher in the map layer listing may obscure features in layers appearing lower in the map layer listing. You may adjust the draw order by clicking on the Re-Order Icon ( ) under the Data Sources tab.

c) Some layers are greyed-out when you first open the Coastal Viewer, indicating that they are scale-dependent. This means that the layers will not be visible on the map display until you zoom into a certain minimum scale. To determine what scale dependency is set for a layer, right-click on the layer name in the Map Layers list and view the "Visible Scale".

3. *Who should I contact to request technical support in using the Coastal Viewer?*

The Coastal Viewer is managed and hosted by NH GRANIT. Contact GRANIT staff via email: granit@unh.edu or via phone: 603-862-1792.

4. *Why can I change the symbols (color) for some data layers and not for others?*

A number of the map layers presented in the NH Coastal Viewer are based on web services managed by other organizations. For example, all of the individual data layers in the "Environment and Conservation/Fluvial Geomorphology" folder are based on web mapping services (WMS) published by the NH Department of Environmental Services. Symbology cannot be modified for WMS-based layers.

5. *How did you decide what data layers to incorporate in the Coastal Viewer?*

The development team identified several criteria to use in determining what layers should be incorporated in the Viewer. Considerations included:

- Data are relevant to coastal and/or estuarine decision-making
- Data are spatial
- Data cover all or most of the coastal watershed footprint
- Data are public
- Data are documented (e.g. have metadata)
- Data are regularly updated

However, the Coastal Viewer is not a static tool. Users who have suggestions for new data sets to incorporate in the tool are invited to contact GRANIT via email: granit@unh.edu or via phone: 603-862-1792.