

## FAQ & Troubleshooting

### What is the most common issue users have when using the site?

Pop-Up Blocker!!! Any link external to the viewer requires a new window to be opened in the browser. See [My map or report won't download](#) for instructions on how to turn off pop-up blocker in your browser.

### The Geocortex Viewer for Silverlight is not loading on my device

This site requires that you have Microsoft Silverlight installed on your device. Click [here](#) to see the minimum operating system and browser requirements. Apple products typically do not support this software. Due to the emergence of diversified platforms and mobile technologies, Cherokee GIS is slowly migrating from Silverlight to HTML5 in an effort to accommodate multiple platforms. The [Geocortex Viewer for HTML5](#) can be viewed on any device, browser, and operating system.

### Troubleshooting Silverlight Issues

- Make sure you have the most up to date web browser.
- Make sure you have the most current version of Silverlight. Uninstall and reinstall if necessary.
- Try using a different browser if the one you are using is not loading the site.
- Restart your computer after upgrading any software or internet browsers.
- New versions of IE (Internet Explorer) don't support older operating systems like XP or Vista. Try using Chrome or Firefox if the site will not launch in IE.

### How much does GIS data cost?

Everything Cherokee County has is free except for aerial imagery and contour data. The charge is \$200 per tile for each. A tile is equal to approximately 140 acres. We can supply the data in both GIS and CAD format. We have provided an "Extract Features" workflow in the site if you wish to "Clip" and extract your own data and save it to your computer (see [Extract Features](#) in the [Tutorial](#) section).

### My map or report won't download

The "Print Map" or "Run Report" function has to open another window in the browser in order to display the map or report. If your browser has pop up blocker turned on, the window will fail to open and you will be unable to see your map or report.

Follow these instructions for how to turn off your pop up blocker:

- [Chrome](#)
- [Internet Explorer](#)
- [Mozilla Firefox](#)

### Why can't I view my deed or plat when I click on the link?

Unfortunately, the [Deed Search](#) site has been developed to only work with Internet Explorer or Mozilla and doesn't currently support Chrome. Use these browsers if you would like to use this particular site.

### The deed search site is asking me to enter an Agent Key and Password

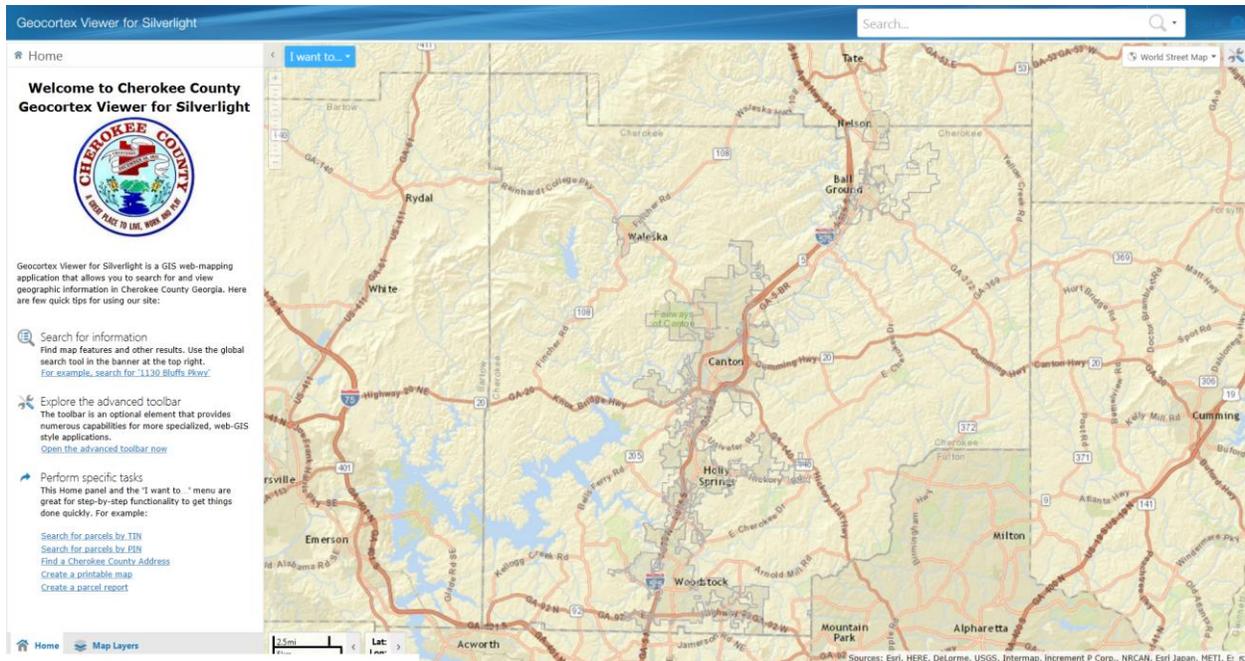
If you try to click the deed search link from multiple parcels, multiple windows will open for that site and you will be prompted to enter an Agent Key and password. This is a bug associated with trying to post multiple requests from the GIS application to the deed search site. The easiest solution is to close the browser window for the deed search site before returning back to the GIS site. Then you can click another parcel and click the link again to view the corresponding deed or plat.

## When I extract features, only part of the data is showing up or some data is missing

This workflow is using a “Clip” geoprocessing task. Be sure to define a large enough area of interest in order to include all the data that you need. See [Extract Features](#) for Tutorial.

## Tutorials

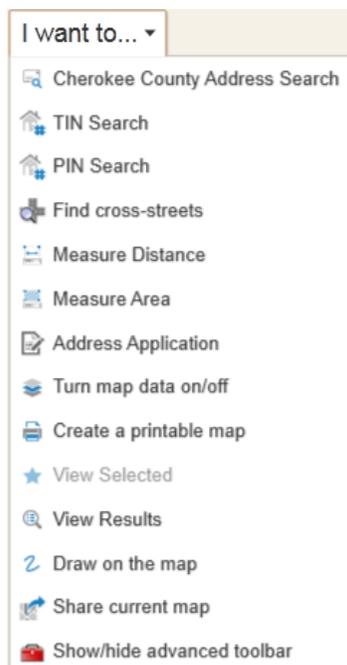
### Getting Started



The home screen is the best place to start if you are unfamiliar with the site. From here you can:

1. Use the “Search” bar in the upper right corner to find map features.
2. Open the “Advanced Toolbar” in order to access workflows and more advanced GIS tools.
3. Easily access common workflows to search for parcels by tax or parcel number, find an address, create a map, and create a parcel report. Be sure to zoom to your area of interest before creating a map or report. Use address or parcel search workflows to find your area.

The “I want to...” menu is also another great place to access workflows quickly such as:



## Getting Around Tab

This is the default tab that is opened when you access the advanced toolbar. All the main workflows are located here as well as navigation tools, location info, bookmarks, scale control, and help topics. Here is a list of what these tools are used for.

Navigation Tools – Use these tools to pan around the map, zoom in/out, and change extents.

Location Info – Used to identify objects by point. See Analysis for other Location Info tools.

Information & Actions – View current scale, jump to predefined bookmark, or create a bookmark.

### Helpful Tools



**Find Address** – Zoom to Cherokee address. Not all parcels have an address. Use global search bar in upper right hand corner of viewer if your address doesn't auto populate in the workflow to find that address along the street range.



**Cross Street** – Zoom to an intersection. Enter both street names with keyword 'AND'. You can also use this workflow to find addresses as well.



**TIN and PIN Search** – Find parcels by Tax ID or Parcel ID. Refer to blank for a list of tasks you can perform after a parcel search.



**Address Application** – Search for a parcel by TIN or an intersection or address that is nearby. Select the parcel, fill out some information on the application, attach a survey if you have one, and submit. You will receive an address confirmation letter in the email account you provide in the form.

### Maps & Reports



**Print** – Create a map. Choose size, resolution and scale. Make sure pop-up blocker is off.



**Parcel Reports** – Search for area of interest, select parcel, choose a buffer to capture other parcels, choose what type of report to create, and wait for images to generate. Floodplain maps take a little longer to generate. Again, make sure pop-up blocker is turned off in your browser.



**Floodplain Map** – This tool allows users to search for their parcel and print a map that shows the FEMA floodplain, Future Conditions, Cross Sections, Contours, Parcels, and Aerial Imagery. Search by TIN or PIN. If you don't know that ID, you can search by address or intersection. Create a map for a single parcel or choose the buffer option to include additional parcels that intersect the distance you provide. Multiple parcel maps take longer to generate.

### Help

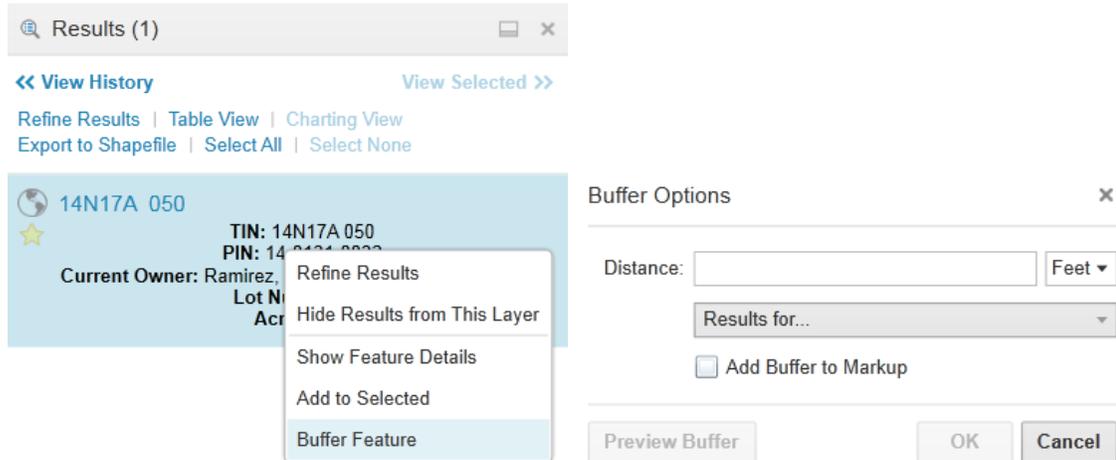
Access a number of help topics to help better understand the website.

## Selecting Features and Viewing Additional Feature Details

After using a workflow like a TIN or PIN Search, the viewer will zoom into the area of interest and there are a number of different tasks that can be performed from here.

- 1. Buffer Options** – There will be results on the left hand side of the viewer from a parcel search. Right click the results to access Buffer options. In the Buffer Options box, specify a distance that you would like to create a buffer. Click the "Results for..." dropdown to select what layers you

would like the buffer to identify. You can select none and check the “Add Buffer to Markup” to add the buffer to the map as a drawing for which you can extract later as GIS data if you choose.



- 2. View Additional Details** – Click on the parcel number in the Results window to access the “Additional Details” window. If you used an address or cross street search workflow, then just click on the parcel and click “View Additional Details” to access this window. From here, you can zoom to the feature, create a report, access additional information about that feature, access links to other resources, etc.

14N17A 050

[Zoom to Feature](#) | [Pan to Feature](#) | [Create a Report](#) | [Copy to Drawing](#) | [Add to Selected](#)  
[Export Feature Attachments](#)

Details	Attributes	Links	Deed References	Current Owner
Field Name	Field Value			
Lot Number	30			
Tax Identification Number (TIN)	14N17A 050			
Land District	14			
Land Lot	0131			
Parcel Identification Number (PIN)	14-0131-0032			
Subdivision	River Falls			
Acreage (Legal)	0.0			
Plat Book	44			
Plat Page	111			
Owner	Ramirez, Francisco & Olivares, Marisella			

- 3. Export to Shapefile or CSV** – The TIN and PIN workflows will automatically add the parcel feature to the Results window. If you did not use these workflows, then just click the parcel; go to the “Tasks” tab on the Advanced Toolbar or the “I want to” menu and click “View Results”. From there click “Table View” and then you can export to a Shapefile or CSV. A CSV file is useful for creating a table of attributes for multiple selected features and loading into Excel. A Shapefile is data in GIS format and can be used with other GIS software.

Results (1)

<< View History View Selected >>

Refine Results | Table View | Charting View  
Export to Shapefile | Select All | Select None

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14N17A 050

TIN: 14N17A 050  
PIN: 14-0131-0032  
Current Owner: Ramirez, Francisco & Olivares, Marisella  
Lot Number: 30  
Acreage: 0

Results (1)

<< View History View Selected >>

Refine Results | List View | Charting View | Zoom to All Reports | Export to CSV | Export to Shapefile | Select All Select None

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Parcels

Lot Number	Tax Identification Number (TIN)	Land Dist
30	14N17A 050	14

## Maps & Data Sources Tab

**Map Layers** – Use these buttons to show “Map Layers” where you can control what layers are visible. From the map layers window, you can click the layer label and another window will pop up that will allow you to change symbolization and turn labels and map tips off. You can also copy the layer and then apply a filter to only show certain features that meet the query you specify. You can also change the layer drawing order if you would like certain layers to be drawn on top of another instead of the default order.

Land Lot Boundaries

Zoom to Visible Scale | Zoom to Extent | Copy Layer  
Advanced Filter

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Symbolization

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Layer Symbol

Visible Scale: 1 - 24,000

Show Map Tips

Show Labels

Land Lot Boundaries - Copy

Zoom to Visible Scale | Zoom to Extent | Copy Layer  
Remove Layer | Rename Layer | Advanced Filter

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Symbolization

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Visible Scale: 1 - 24,000

Show Map Tips

Show Labels

**Map Tips** – Click on a feature and a description (map tip) will pop up. You can turn this feature off or control what features will display map tips in order to avoid identifying other features that are layered on top of that feature.

**Query Data** – These tools allow you to find certain features that meet the criteria you specify in the query that you provide to the Query Builder. For example if you wanted to find all parcels in the county or current extent that were greater than 100 acres, you would submit a query that would look something like this:

Simple Query Builder

Query Layer: Parcels

Find records in Parcels layer for which:

Acreage (L) Greater... 100

+ Add a query condition

Spatial Filter: Current Extent

Run

If you wanted to filter the data so that all features that don't meet these criteria are NOT shown, you would use the Advanced Filter Builder and it would look something like this:

Advanced Filter Builder

Filter Layer: Parcels

Filter records in Parcels layer for which:

Field Name: Acreage (Legal) Add

Operators: = <> < <= > >= ( )  
Is Like And Or Not \_ %

Field Value: 100 Add

```
SELECT * FROM [Parcels] WHERE  
Acreage > 100
```

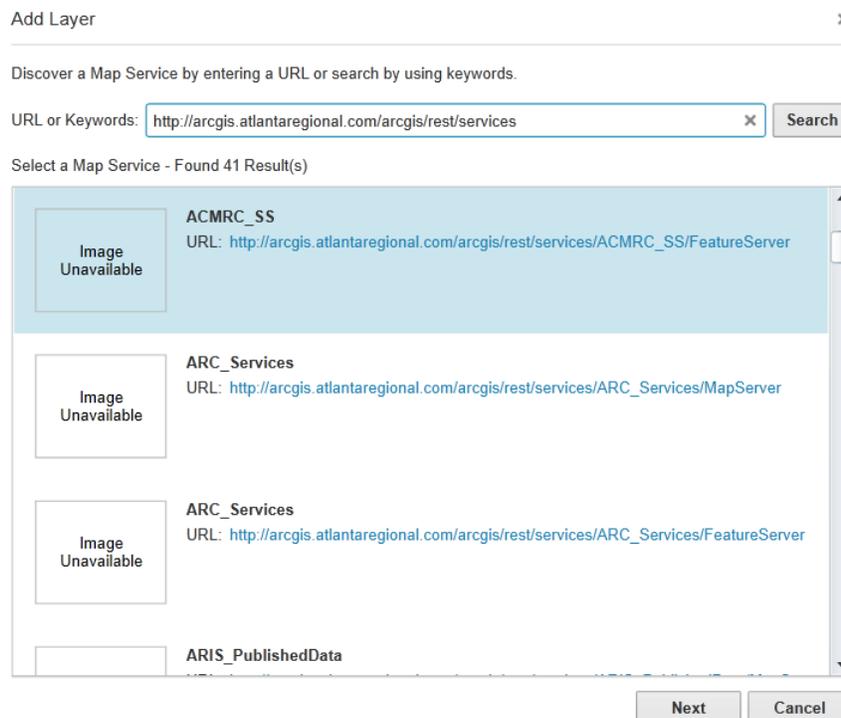
Clear Apply Filter

All parcels that are NOT greater than 100 acres would disappear off of the map leaving only the parcels that are over 100 acres still visible.

### Add Data



**Add Map Layer** – This tool allows you to add data from external GIS resources. GIS data can be published out to the web as a service via other GIS organizations. To access data from other organizations, you simply obtain the URL for their ArcGIS REST Services Directory and enter that URL into the search bar that this tool provides. From there, you choose what service you would like to add and then the layers are added to the map. Be patient when turning the layers on. It may take a while for the layer to show since they are drawn dynamically which results in slower performance. Here is what you should see when using this tool:



\*\*\*Notice the URL that was entered into the search bar. Here are some URLs to get you started on searching for geospatial data in Georgia. Simply copy and paste the URL into the search bar that this tool provides and a list of services will populate into the Results list. You can also copy and paste these URLs into your browser and find metadata about all of these services by clicking each one in the directory.

<http://arcgis.atlantaregional.com/arcgis/rest/services/> (ARC – Atlanta Regional Commission)

<http://maps.itos.uga.edu/arcgis/rest/services/> (Georgia GIS Clearinghouse)

Try a Google search for [ArcGIS Server REST Services](#) to discover many more GIS web services that have been published by other organizations such as USGS, NOAA, USDA, and many more.

 Add Shapefile – Shapefiles are a type of GIS data. If you have GIS data stored on your own computer, you can use this tool to upload all the corresponding files that comprise a shapefile and then the layer will be added to the map.

 Add CSV File – This tool provides the ability to open comma separated values (CSV) files and load the data into the map as graphics. Your file must contain X, Y columns so that the data can be mapped. The spatial reference (projection) is auto-detected. If the X value is between -180 and 180, and the Y value is between -90 and 90, then the point is considered to be a geographic point with WKID: 4326. Otherwise, the values are assumed to be in the spatial reference of the map. There is support for CSV files containing coordinates expressed in Degrees Minutes Seconds (DMS) and Degrees and Decimal Minutes (DDM). The CSV file must be saved in UTF-8 format because if it is not in this format, the Viewer does not recognize the degree symbol (°), which is not an ASCII character. Both Microsoft Excel and Notepad can save CSV files in UTF-8 format. Decimal Degrees (DD) and X-Y coordinates are also supported. After you have selected your file, this is what you should see:

## Select coordinate fields



Please select Latitude and Longitude from the dropdowns.

Latitude :

Use First Row as Header

Longitude :

Show Data Preview

cat2	url	ZIP	latitude	longitude
TV & Movie Studios	<a href="http://en.wikipedia.org/wiki/Columbia_Ranch">http://en.wikipedia.org/wiki/Columbia_Ranch</a>	91505	34.158315726811836	-118.34496
TV & Movie Studios	<a href="http://en.wikipedia.org/wiki/The_Prospect_Studios">http://en.wikipedia.org/wiki/The_Prospect_Studios</a>	91201	34.157534811923270	-118.28859
TV & Movie Studios	<a href="http://en.wikipedia.org/wiki/DreamWorks">http://en.wikipedia.org/wiki/DreamWorks</a>	91201	34.157231196961007	-118.28571

Done

Cancel

External Mapping – Use these buttons to open up Bing or Google Maps at your current extent of the map. Make sure pop-up blocker is turned off in your browser.

## Tasks Tab

Maps & Reporting – You can print a map image using a template, export a map image without elements from the template, or create different types of reports using these buttons.

Create – You can create markups on the map by drawing different shapes and text using these tools. Use the editing tools to erase or resize your drawings.

## Extract



Extract Features - The “Extract Features” workflow allows you to choose what layers and which map extent to download data sets. Follow these instructions for downloading your own data.

1. Click “Extract Features” and choose which layers to extract. Hold Ctrl key down to select multiple.

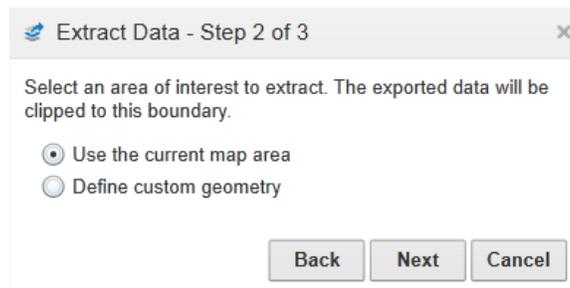
Extract Data - Step 1 of 3

Select layers to extract.

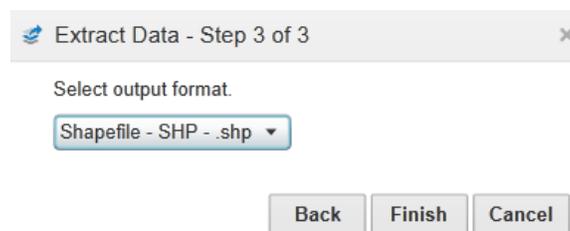
- Park Points
- Park Boundary
- NRCS Soil Data
- Schools
- Cherokee Zoning
- Woodstock Zoning
- BallGround Zoning
- Holly Springs Zoning
- Cemeteries
- Churches
- Addresses
- Cell Towers
- Sewer Lines
- Water Lines
- Streams
- Lakes
- Control Structures
- Pipes
- Detention Ponds
- Railroad

Next Cancel

2. Choose “Use the current map area” to export everything in the current view or “Define custom geometry” to select a specific area of interest. Current map area at county extent will export all attributes from a feature for the entire county.



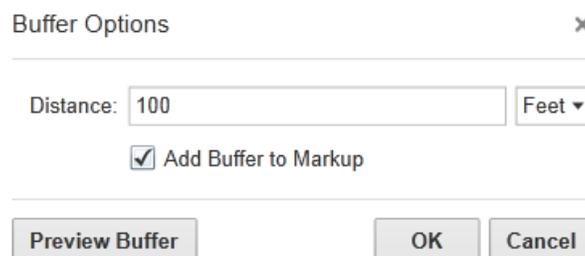
3. Select output format, e.g., Shapefile, CAD, etc., click “Finish”, and then click the link to download the file to your computer.



Extract Markup – Any markup stored in the map can be downloaded as a shapefile with this tool.

## Analysis Tab

Location Information – This sophisticated set of tools can perform identify operations on every feature that intersects the shape you draw. You can control what the tools identify by utilizing the “Results for...” dropdown to choose what layers will be identified. If you check the “Buffer Shape” box, you can buffer the shape you draw to identify additional features based on the distance you supply. Check “Add Buffer to Markup” to add the buffer to the drawing layer which can eventually be exported if desired.



Measurement Tools - The measurement tools are accessed from the “Analysis” tab as well as the “I want to...” menu. Use these tools to measure distances or area of map features. After you are finished drawing your measurement lines, double click to end the segment. Choose “Add as Drawing” to keep the measurement and add as a markup which you can extract later. Choose “Erase” and draw a box around that measurement to erase the drawing, or choose “Clear All” to clear all measurement drawings.



Coordinate Tools - The “Coordinate Tools” are accessed from the “Analysis” tab. Choose “New” to manually enter coordinates or “Plot” to create coordinate callouts by clicking on the map. The default coordinate system is Lat/Long Decimal Degrees but you can change it to Degrees, Minutes, and Seconds or to State Plane by clicking the “Change coordinate projection” drop down menu. There are a variety of applications for plotting coordinates and you can print a map image of your points so that you have a visual record.



## Feedback Tab

Feedback – Comments, suggestions, questions, or problems with the site can be emailed directly to the GIS web developer.

## Saving & Opening Projects

Saving Projects – You can save your map with all markups to our server or you can save the file to your own computer.

Opening Projects – Open your project that you saved on the server or open the file you saved on your computer.