

## Public GIS Viewer FAQs

How do I turn off popup blocking in my browser?

I use the Macintosh operating system. What browsers should I use with the RRC's Public GIS Viewer?

When I do a survey search by county only, why aren't all of the possible surveys returned in the table?

When I try to view the well log in Well Log Images popup, I get a File Download popup window. What should I do?

Why won't the well log files open when I click the View link?

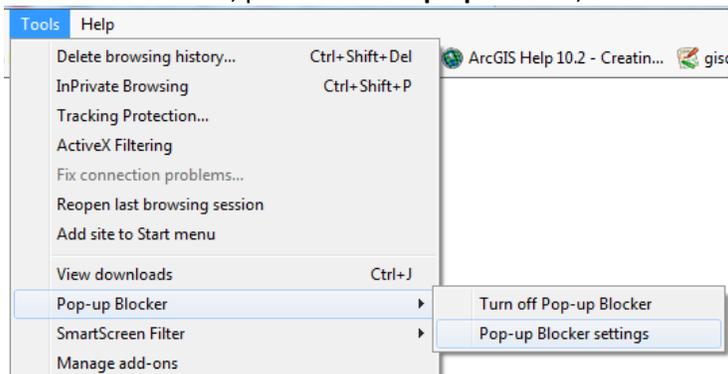
Why can't I view the well log TIF files if I have the image viewer Quicktime?

When I look at the well log TIF file, it's so small I can't read it. How do I enlarge the image?

How do I turn off popup blocking in my browser?

### Internet Explorer

1. Open Internet Explorer.
2. On the **Tools** menu, point to the **Pop-up Blocker**, and then click the **Pop-up Blocker Settings**.



3. In the **Address of Web site to allow** box, type the link (or URL) of the Public GIS Viewer (<http://www.rrc.state.tx.us/about-us/resource-center/research/gis-viewers/public-gis-viewer/>), and then click **Add**.

### Chrome

1. Click the Chrome menu  on the browser toolbar.
2. Select **Settings**.
3. Click the **Show advanced settings** link at the bottom of the page.
4. In the **Privacy** section, click the **Content settings** button.
5. In the **Pop-ups** section, select **Allow all sites to show pop-ups**. Customized permissions for specific websites by clicking the **Manage exceptions** button.

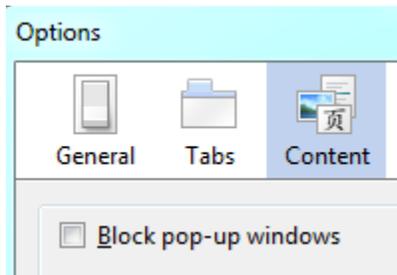
## Pop-ups

- Allow all sites to show pop-ups
- Do not allow any site to show pop-ups (recommended)

[Manage exceptions...](#)

## Firefox

1. On the **Tools** menu, select **Options**.
2. Choose the **Content** icon.
3. Uncheck the **Block pop-up windows** checkbox.



## I use the Macintosh operating system. What browsers should I use with the Public GIS Viewer?

The dynamic maps on this site are generated using ArcGIS Server, an Internet map server developed by ESRI. Macintosh operating system users may prefer to use the Mozilla Firefox or Chrome browser to display the interactive ArcGIS maps.

## When I do a survey search by county only, why aren't all of the possible surveys returned in the table?

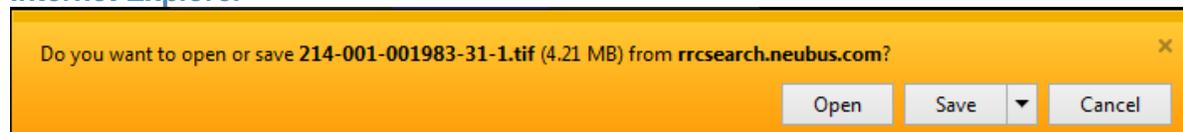
Due to limits of the system, only the first 300 results can be shown in the table. Searching by the County only can result in a search result that is well over 300 records. It is recommended that you narrow the search by entering more search criteria. When more than 300 records are returned, a warning message will pop-up to prompt you to refine your search criteria.

## When I try to view the well log in the Well Log Images popup, I get a File Download popup window. What should I do?

When you click on the Well Log (download) link, you will get one of the following pop-ups, depending on the browser you are using.

		DISTRICT
WELL LOG (download)	OVERSIZED	08

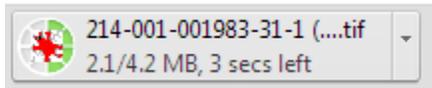
## Internet Explorer



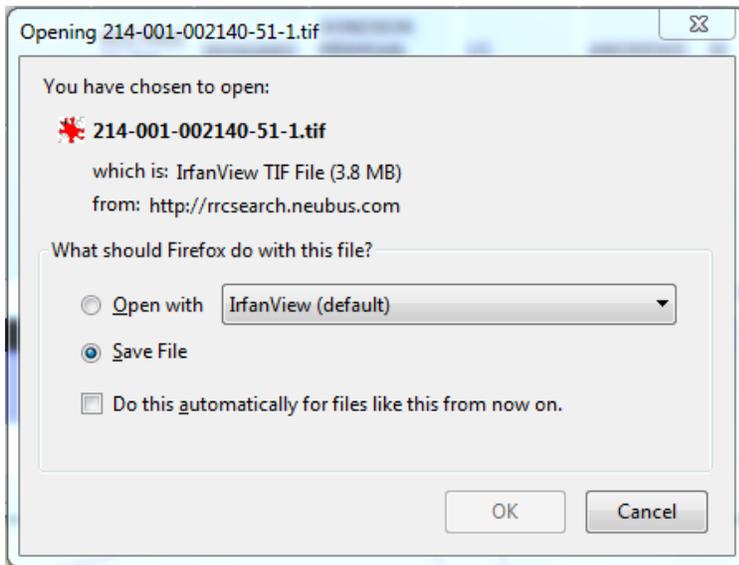
You have the option of opening and viewing the well log directly from Well Log Images window. To do so, click on the **Open** button in the **File Download** popup window. You may want to save well logs to your computer for future use. To do so, click the **Save** button and proceed in the usual manner for saving files.

### Chrome

If you use Chrome, the well log image will be automatically downloaded to your local PC. You can see the download symbol at the left bottom corner of your browser.



### Firefox



You have the option of opening and viewing the well log directly from Well Log Images window. To do so, choose the **Open with** radio button in the File Download popup window and click on **OK** button. Or you may wish to save any well logs onto your computer for future use. To do that, check the **Save File** radio button and click on **OK** to proceed in the usual manner for saving files.

### Why won't the well log files open when I click the View link?

The Railroad Commission's well log files are stored and delivered in an image file format called "TIF". A TIF format file provides a higher quality resolution for these images.

As a result, if you do not have a browser plug-in installed, you must install and use one -- similar to those required to access Adobe® PDF files, RealPlayer®, or Macromedia Flash® files -- on your computer in order to view the TIF files directly. An alternative method is to use third-party software or services to view these images, either directly or after conversion to another format, such as Adobe® PDF.

An example of a TIF plug-in for Windows® x86 PCs is AlternaTIF (<http://www.alternaTIF.com/>). The free Quicktime plug-in (see below) for Internet Explorer also enables the viewing of TIF files.

Apple's freely distributed Quicktime version 4.1 or later works with TIF images but does not provide direct printing capability. It is available from the Apple Web site (<http://www.apple.com/quicktime/download/>).

### Why can't I view the well log TIF files if I have the image viewer Quicktime?

If you have already installed Quicktime on your computer, it automatically sets itself as the viewer for TIF images. However, if this setting is selected, the application still cannot view TIF images. To resolve this, you must remove Quicktime's association to image files. Follow the steps below to remove the association.

1. Go to **Start - Control Panel**.
2. Double click the Quicktime icon (if you do not have this icon, you will have to perform the Quicktime uninstall as described below).
3. In the top drop down box, select **File Type Associations**.
4. Click the **File Types** button.
5. Click the plus sign beside **Images - Still image files**
6. Clear the TIF image file box.
7. Click **Apply** and **OK**.

**OR**

1. In the top drop down box, select **Browser Plug-In**.
2. Click the **Mime Type Settings** button.
3. Click the plus sign beside **Images - Still image files**
4. Clear the TIF image file box.
5. Click **Apply** and **OK** and then exit.
6. Exit your browser window and then go back in and Quicktime should no longer be the default application for TIF image files.

Another option is to uninstall and reinstall Quicktime.

1. Uninstall Quicktime.
2. Reinstall Quicktime (you may want to download the latest version).
3. During the installation process, find the screen where you can uncheck TIF images as a type of image that Quicktime can view.

### When I look at the well log TIF file, it's so small I can't read it. How do I enlarge the image?

Most image viewers like Quicktime have Zoom In/Out functions. Often, the Zoom functions are represented by an icon. Each zoom reduces or enlarges the page by a factor of 2. There may also be a dropdown in which to enter a custom percentage.