

I click on the SOILMAP Icon and it doesn't load?

This is typically a problem with customers who have Firefox installed and is related to Firefox updates.

Step 1.

Open up windows task manager – switch to processes tab – look for receiver.exe. > If receiver.exe is running right click and select end process.

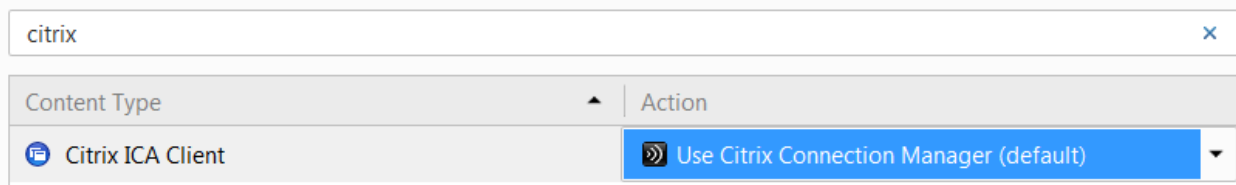
Step 2.

In Firefox select the options button in the top right hand corner



Select Options – Select Applications – Look for Citrix ICA Client –

If it was set to use Citrix ICA Client (in Firefox) switch to Use Citrix Connection Manager (default) as shown below



Now you should attempt to load SOILMAP again.

Contact help@soilmap.com if this does not solve issue.