

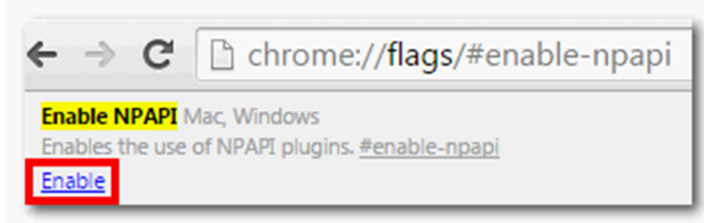
Google Chrome

In Chrome v42 and newer, Google disables NPAPI plugins by default.

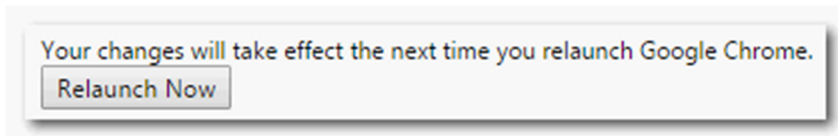
Silverlight is a NPAPI plugin that is currently required to view the online maps. If you have Silverlight installed but see the prompt "To use this, please install Microsoft Silverlight" please follow the below steps to resolve the issue.

How to Enable NPAPI plugins (Silverlight) - Windows only

1. Open Chrome and browse to <chrome://flags/#enable-npapi>



2. Click the Enable NPAPI setting.



3. After that, click "Relaunch Now" at the bottom of your Chrome window. **Note: Closing and reopening Chrome is not sufficient, you must click the "Relaunch Now" button**

Internet Explorer

Browse to <https://support.microsoft.com/en-us/kb/2608523> and follow the "Microsoft Fix It" link if you are experiencing issues with online maps using Internet Explorer.