

## Plat Tracker Troubleshooting

The official site of Houston Plat Tracker is <http://www.houstonplattracker.org>

Typically, your visit will translate the name into the corresponding IP address from the DNS service. If that does not happen, or need some other troubleshooting resolutions, here is a step-by-step guide to delete browser history, clear cache, start a brand new session of IE and reset the DNS, and setting the browser compatibility view. All these steps are crucial in establishing successful visits if you encountered the problem.

### Browser Information

The Plat Tracker website looks and works best when viewed with **Microsoft Internet Explorer 8** or higher and a minimum screen resolution of 1024 x 768 screen size (or greater).

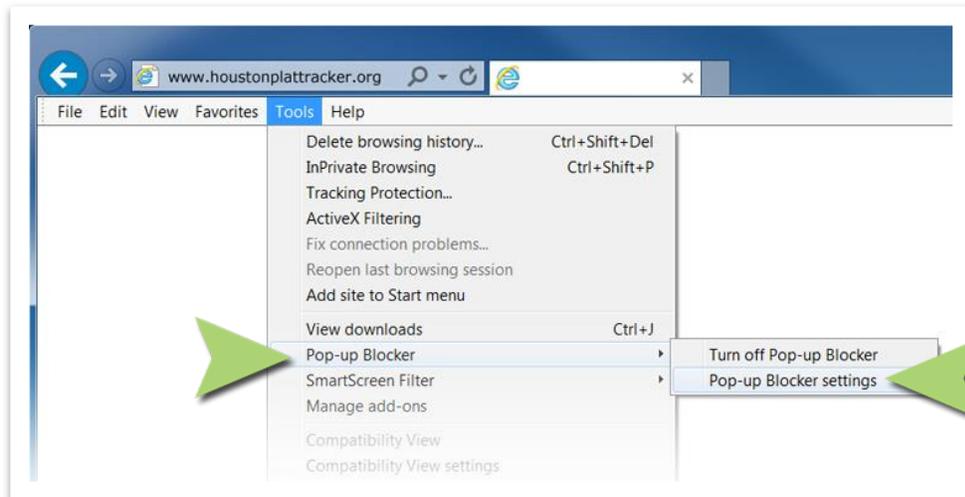
### Contact Us

We are here to help if you have problem. Contact us at [plattrackeradmin@houstontx.gov](mailto:plattrackeradmin@houstontx.gov) or 832.393.6600

**Steps: Please try these steps if you are unable to get to the Plat Tracker site; or to setup Pop-up Blocker, delete browser history and clear cache.**

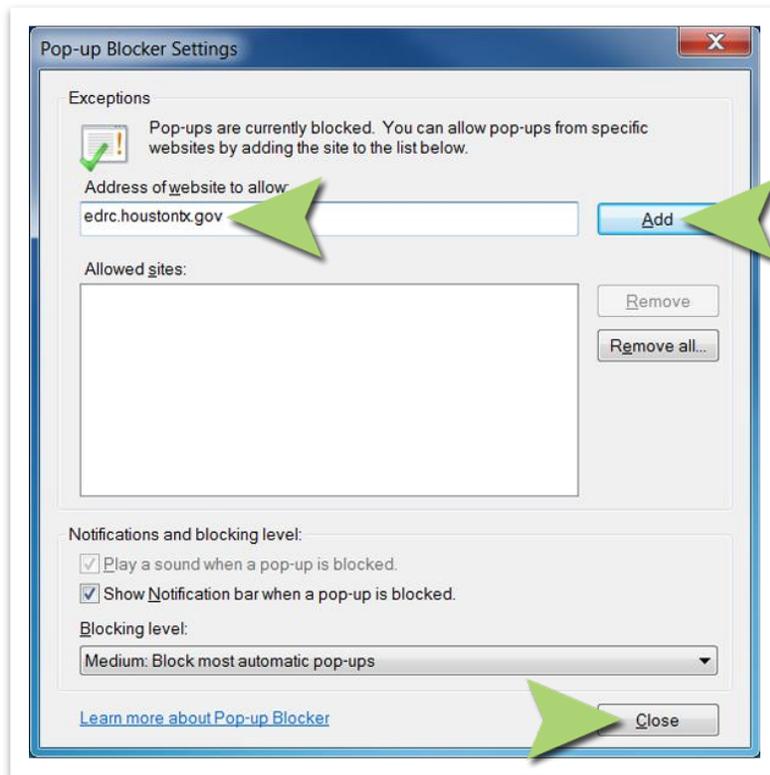
#### 1. Setup Pop-up Blocker settings

Go to Tools > Pop-up Blocker: '**Pop-up Blocker settings**'.



*Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list.*

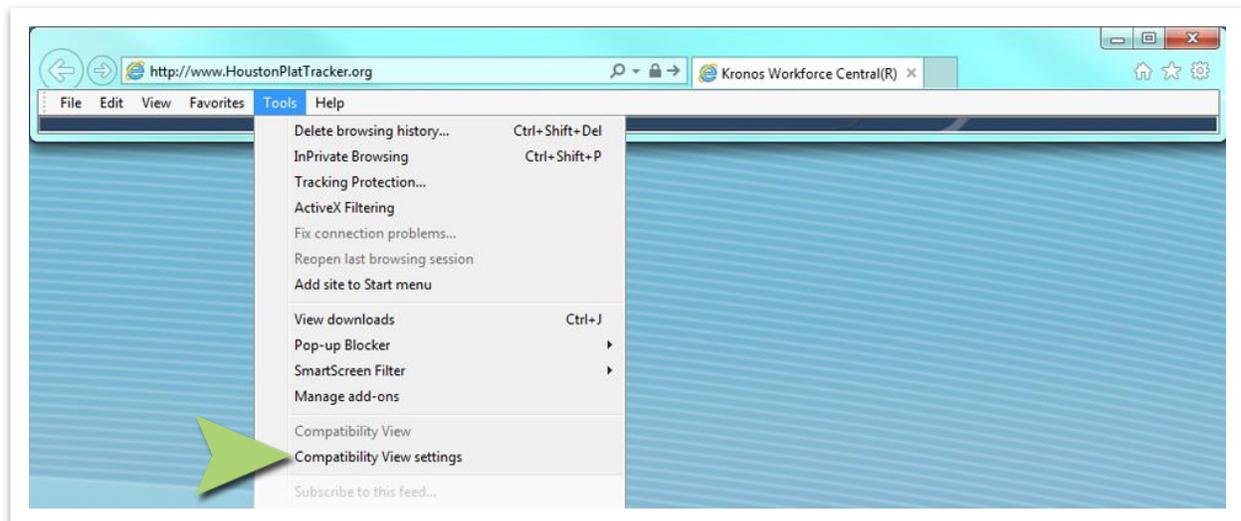
In the '**Exceptions**' field, enter an URL: example, '**edrc.houstontx.gov**'  
Click the '**Add**' button, and then, the '**Close**' button when done (see below).

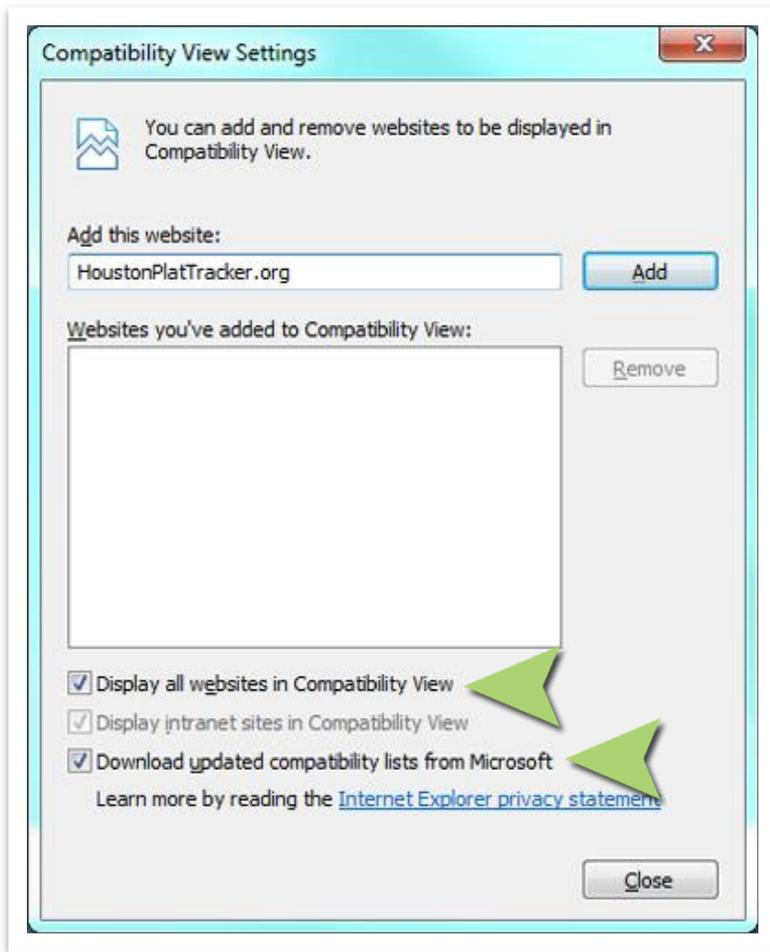


## 2. Compatibility View settings

Tools > Compatibility View settings: '**Check the box**', for *Display all websites in Compatibility View* (see below)

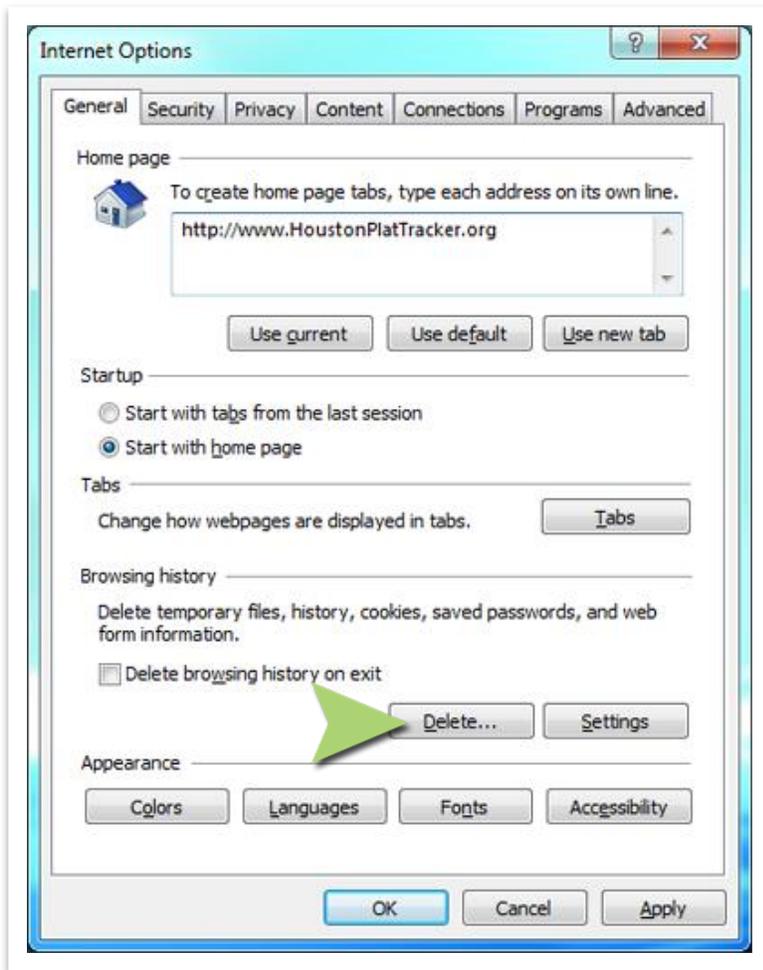
Tools > Compatibility View settings: '**Check the box**', for *Download updated compatibility lists from Microsoft* (see below)





### 3. Delete Browsing History (General)

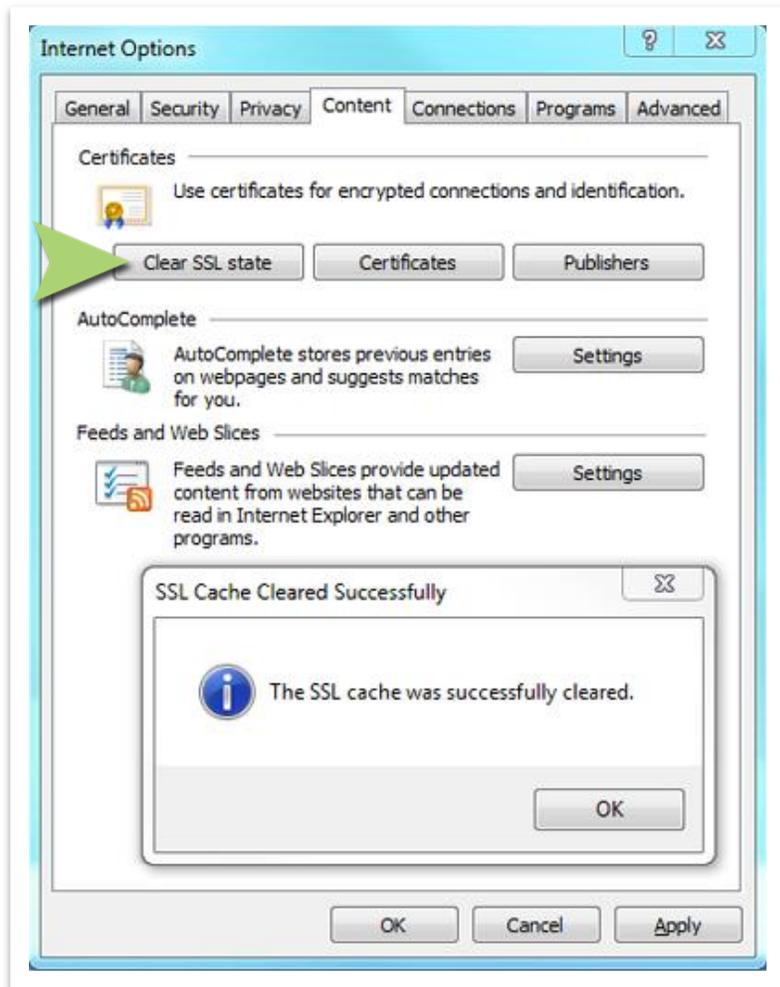
Tools > Internet Options (**General tab**) > **Browsing history**: click the **Delete** button.  
Delete again.



#### 4. Clear SSL Certificates (Content)

Certificates: *Plat Tracker* uses certificates for encrypted connections and identification, to make your visit secure from intrusion.

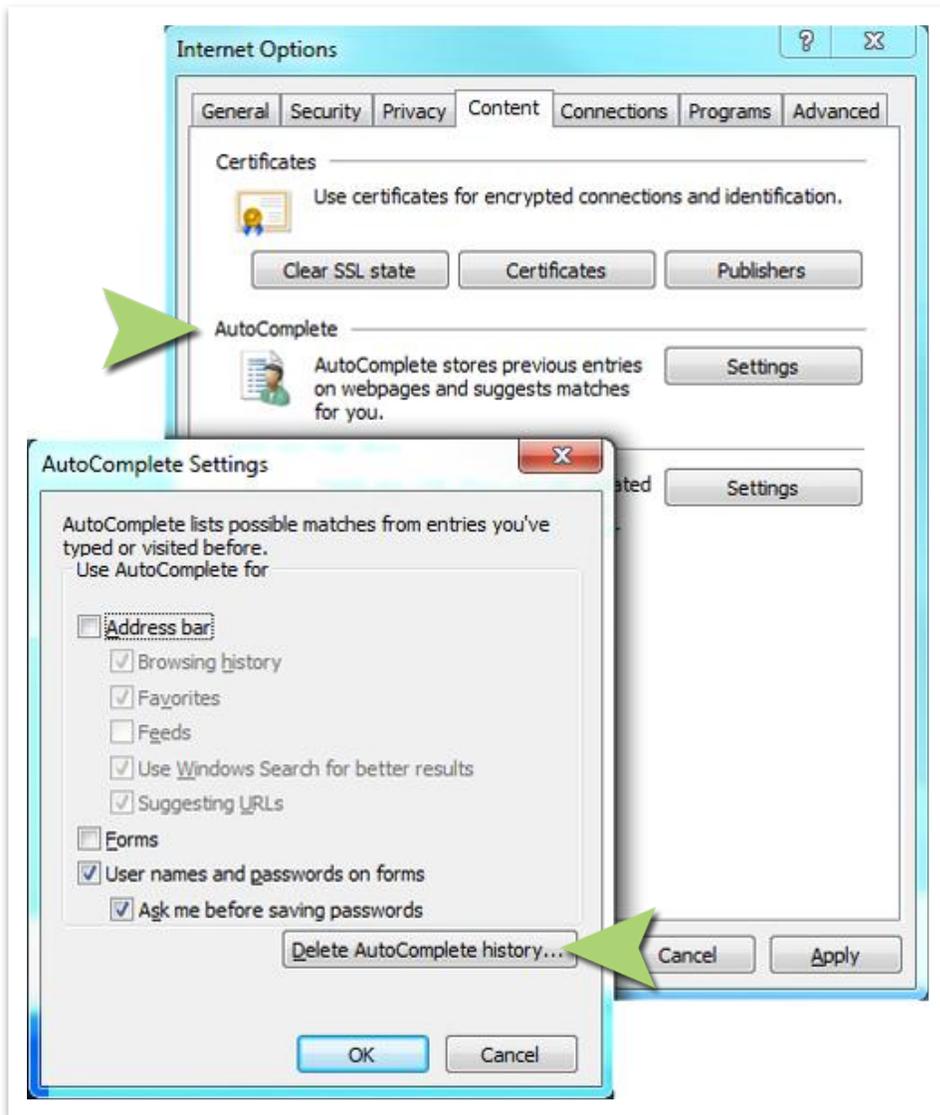
Tools > Internet Options (**Content tab**) > 'Clear SSL state', click the **OK** button (Message: The SLL cache was successfully cleared).



## 5. Delete AutoComplete

AutoComplete stores previous entries on webpages and suggests matches for you. Tools > Internet Options (Click on **Content tab**) > AutoComplete: Click the '**Settings**' button > **Delete AutoComplete history ...** Click the **Delete** button, and **OK**.

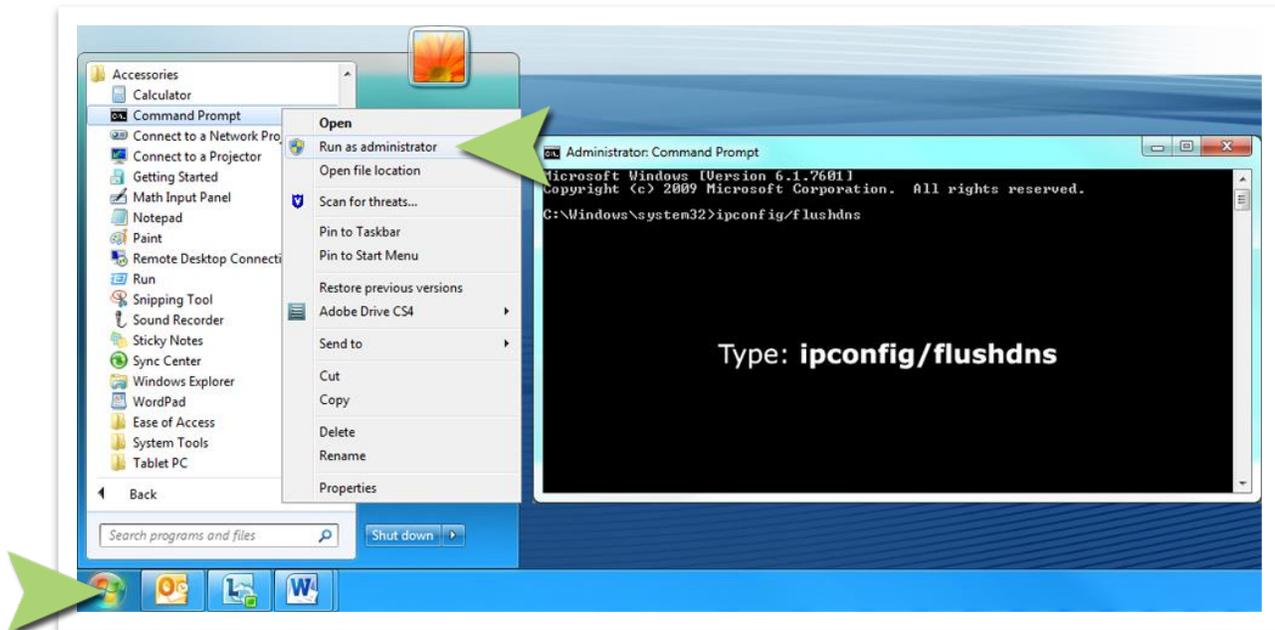
Click the **Apply** button, and then **OK** to the Internet Options dialog box.



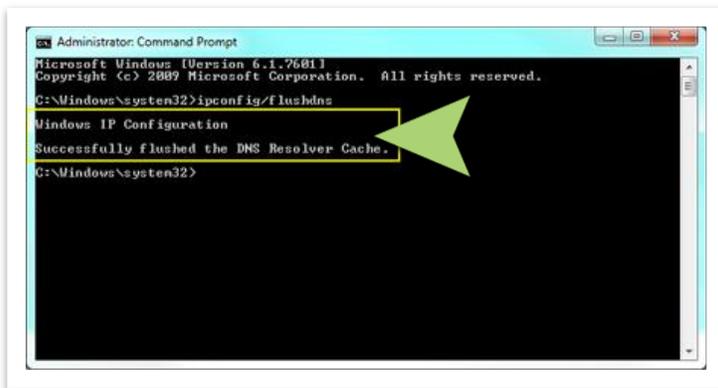
## 6. Flush Old DNS

How to clear DNS cache (for Windows Vista, 7, 8 and Server OS)

1. Click the **Microsoft Start logo** in the *bottom left corner* of the computer screen
2. Click **All Programs**
3. Click **Accessories** folder
4. "**RIGHT-mouse-click**" on the **Command Prompt**
5. Select '**Run As Administrator**'
6. In the Administrator: Command Prompt window type the following, and then hit enter: **ipconfig/flushdns**



7. Your DNS cache is confirmed flushed with the following message:  
**"Windows IP Configuration. Successfully flushed the DNS Resolver Cache".**



7. Here are different URLs for Plat Tracker that you can try out:

- <http://www.houstonplattracker.org>
- <https://edrc.houstontx.gov/edrc/login.aspx>
- <https://204.235.235.38/edrc/login.aspx>

Please use <https://204.235.235.38/edrc/login.aspx> after the first two (2) URLs do not work. Then select 'Continue to this website'.

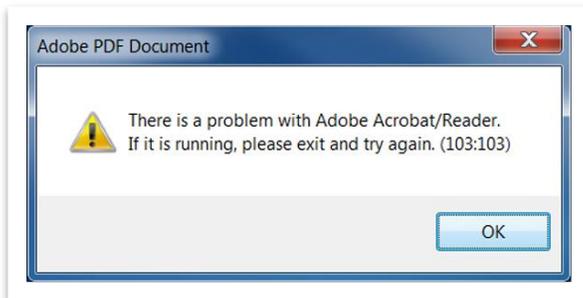
## 8. Problem with reading (opening) Adobe Documents; \*.pdf

If you've determined the PDF is not damaged or non-compliant, try the following steps to ensure that Reader or Acrobat are up-to-date and not damaged:

- Update to latest "dot" release.
- Repair installation.
- Reinstall using the latest version.
- Ensure that the operating system can recognize PDFs.

First, uninstall the version that you have currently on your computer. Then reinstall the latest version of **Adobe Reader, Version XI** (11.0.09).

Go to <http://get.adobe.com/reader>



*If you are unable to open a PDF document or received an error dialog box, like as above. Update Adobe Reader, repair installation or uninstall the current version, and reinstall the latest version available on the Adobe site.*

For more information, go to <http://helpx.adobe.com/acrobat/kb/cant-open-pdf.html>

We certainly hope that any one of these steps will help resolve the problem.

We are here to help if you have problem. Contact us at **plattrackeradmin@houstontx.gov** or 832.393.6600

## Feedback

Send feedback to the Plat Tracker support team if you are having problem:  
**plattrackeradmin@houstontx.gov** .

Please kindly provide the following information:

1. What URL or from where did you use to access Plat Tracker?
2. What browser and version are you using?
3. If IE, have you turned on the compatibility view? (see instructions above)
4. Is Flash Player installed on your computer and, if so, which version?
5. Provide a screenshot of the error message.



## Enterprise Geographic Information System

### Enterprise GIS, City of Houston

Houston Information Technology Services, 611 Walker Street, 5<sup>th</sup> Floor, Houston, TX 77002  
Questions or problem about **Plat Tracker** can be directed to our GIS Helpline **832.393.6555**

For technical questions, please contact:

**My City Help Desk @ [MyCityHelpDesk@houstontx.gov](mailto:MyCityHelpDesk@houstontx.gov)**