EXTENTIA
INFORMATION TECHNOLOGY

MAP PLOTTER USER GUIDE

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TABLE OF CONTENTS

OVERVIEW

Map Plotter is a geocoding app, which helps to visualize the Salesforce data on map. With this app, business can see where their objects are in relation to their physical location. It helps in planning the daily route, filtering the data based on business requirement and plotting the results on map, filtering the map points and many such things.

This document is a detailed user guide for Map Plotter. This user guide includes topics such as installing the application, setting up the required keys, mapping an object, geocoding an object, plotting the required objects. It gives information about accessing Salesforce from the app, filtering Data Points, plotting them on map and getting directions between more than two mapped Data Points.

Need of Map Plotter

Map Plotter helps you to view sales data and plot it on a map. It provides the concentration of sales data in a region and allows you to apply filter criteria as per your need. You can search, select object(s) that you want to view, find sales data within a selected area, get directions between mapped points and look at the weather conditions and many more things.

System Requirement

To start harnessing the power of Map Plotter, you just need to have Map Plotter app installed in your system and have your Org ready to use.

For more details on browser and device requirements please refer Device and Browser Requirements for Map Plotter.

To install Map Plotter app please refer document Installing Map Plotter from here.

See Also

- Uninstalling Map Plotter
- Troubleshooting

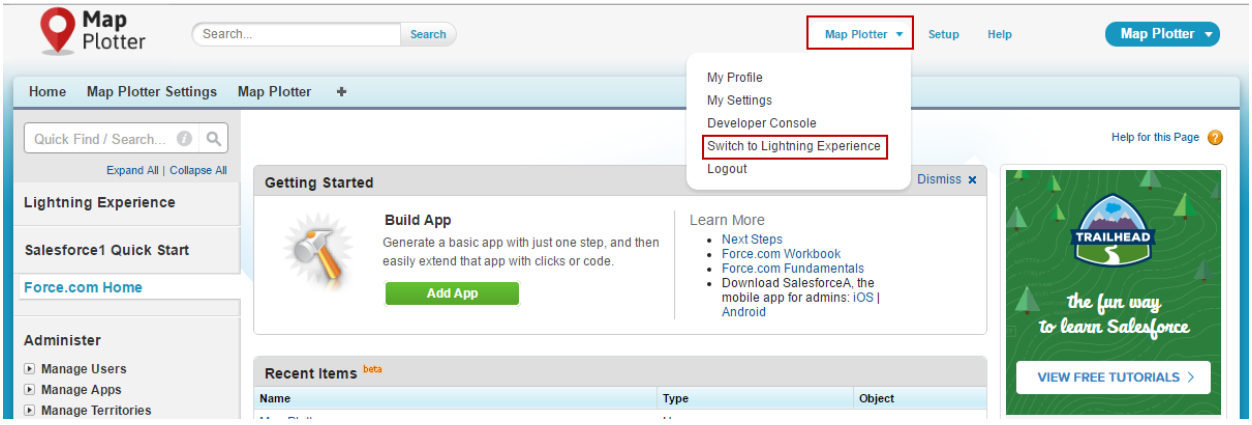
Accessing Map Plotter

You can use the Map Plotter app both with Salesforce lightning and Salesforce classic. The look and feel of the app is same in both the cases. The only difference is the way you access it.

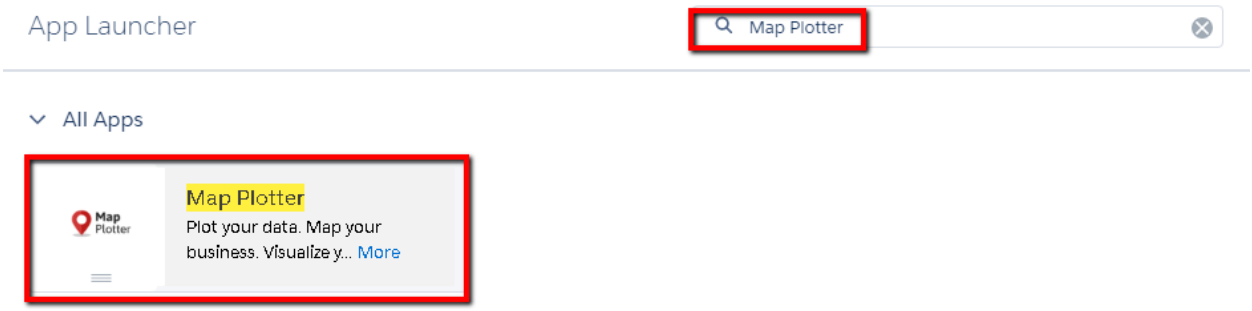
Accessing via Salesforce Lightning

To access Map Plotter when you are using Salesforce Lightning:

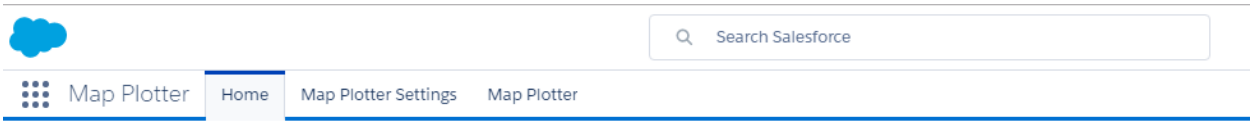
1) Login to your Salesforce Org. Click user menu from the top menu bar and select **Switch to Lightning Experience**.



2) Open **App Launcher** and search for *Map Plotter*. Click to open the app.



3) **Home** Page will be displayed.



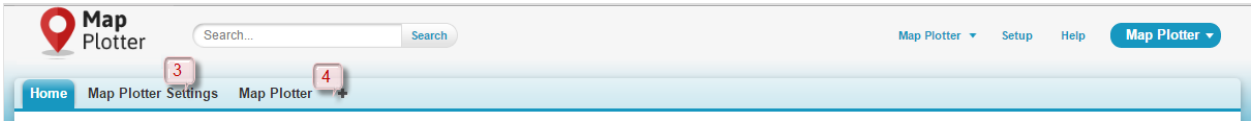
4) Click **Map Plotter Settings**, to access the setting tab and click **Map Plotter** to access the **Map Plotter** home tab.

5) You can go back to Salesforce Classic by clicking the **View Profile** button and selecting **Switch to Salesforce Classic**.

Accessing via Salesforce Classic

To access Map Plotter when you are using Salesforce Classic:

1. Open the **Map Plotter** app.
2. A Salesforce classic view of the **Map Plotter** app will be displayed.



3. You can access the settings tab by clicking **Map Plotter Settings**.
4. You can access the Map Plotter Home Page by clicking **Map Plotter**.

See Also

- Uninstalling Map Plotter
- Troubleshooting

MAP PLOTTER SETTINGS

With the release of Map Plotter, you can map custom objects too. The standard objects available to plot are Accounts, Lead and Contact.

Setting API Keys

The Map Plotter application uses Google's geocoding services to geocode addresses. Hence, it becomes mandatory to generate the key and enter it before using the application. At the time of installation of the app, you will receive a daily quota (that is, number of records that you can geocode). This quota is refreshed at midnight, Pacific Time every day.

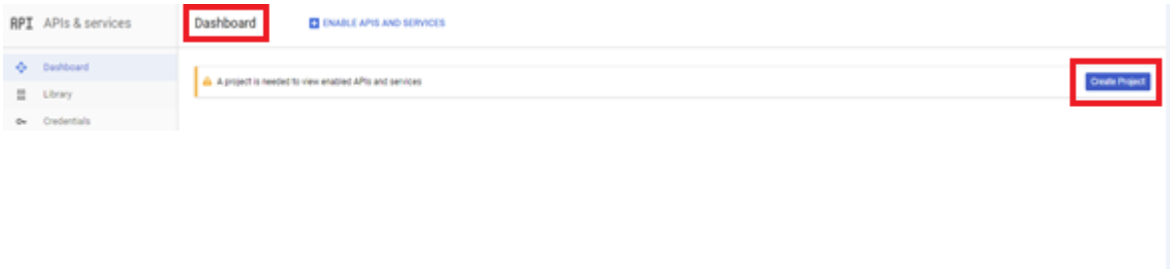
Note:

At a time, a key can be used in only one org or Sandbox. Only one key can be active in an org.

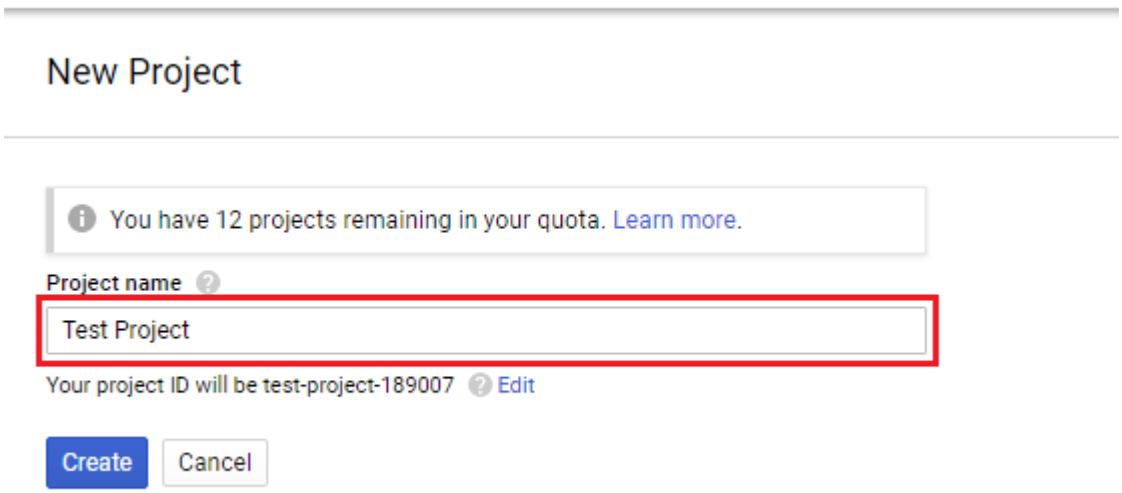
Let us go through the steps to generate the API key.

Free Google API key

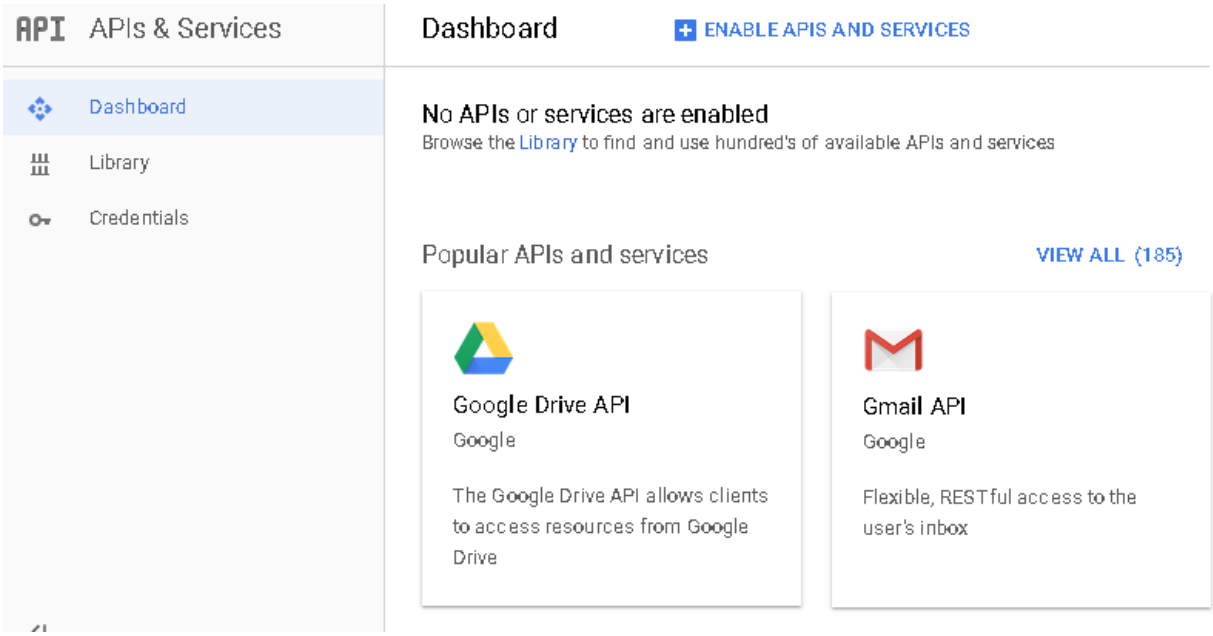
1) Open **`code.google.com/apis/console`**
2) Enter your **Google credentials** to sign into **Google Developers Console**.
3) In the Google APIs screen, click **CREATE PROJECT**.



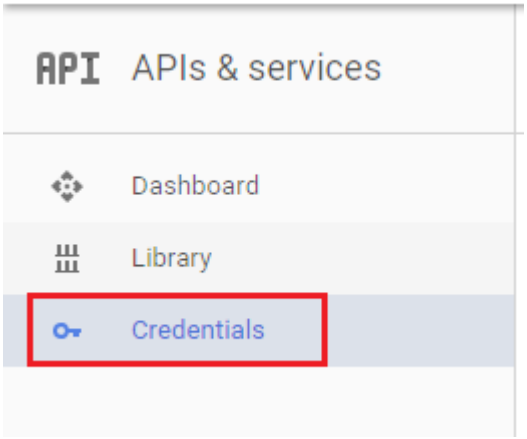
4) Enter the project name in the **Project name** text box and click **Create**.



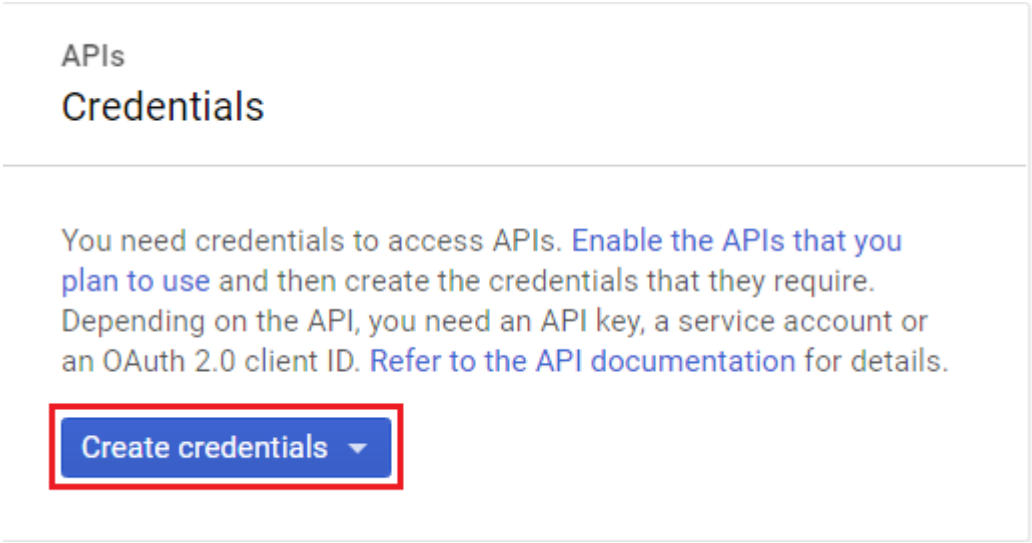
The new project is created and you are redirected to the **Dashboard**.



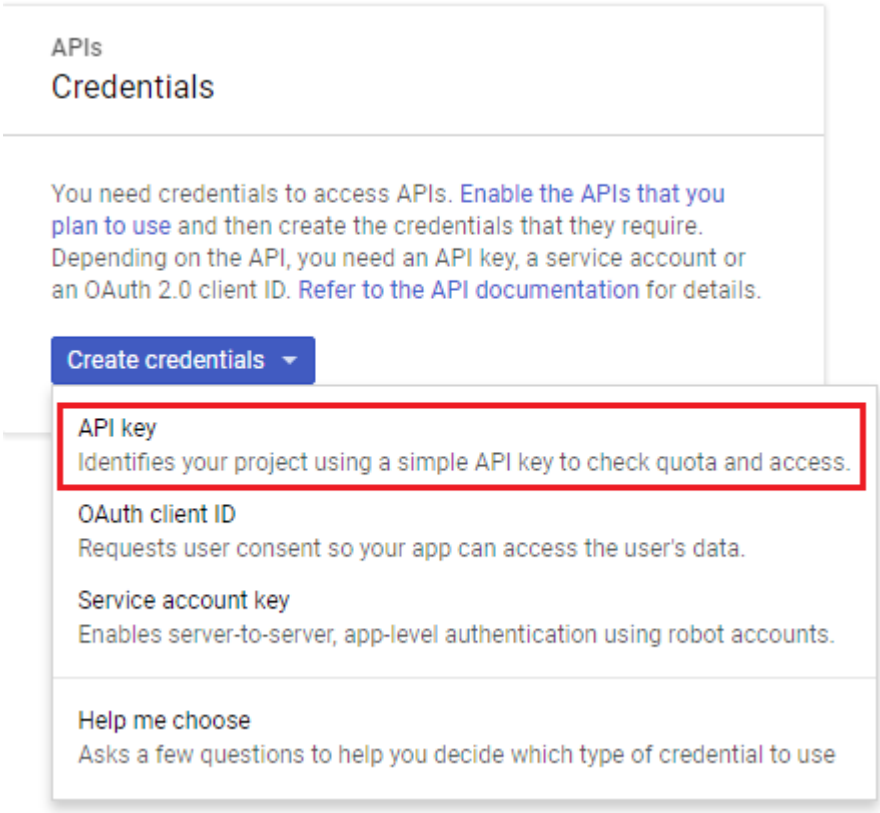
5) In the **API manager**, select **Credentials**.



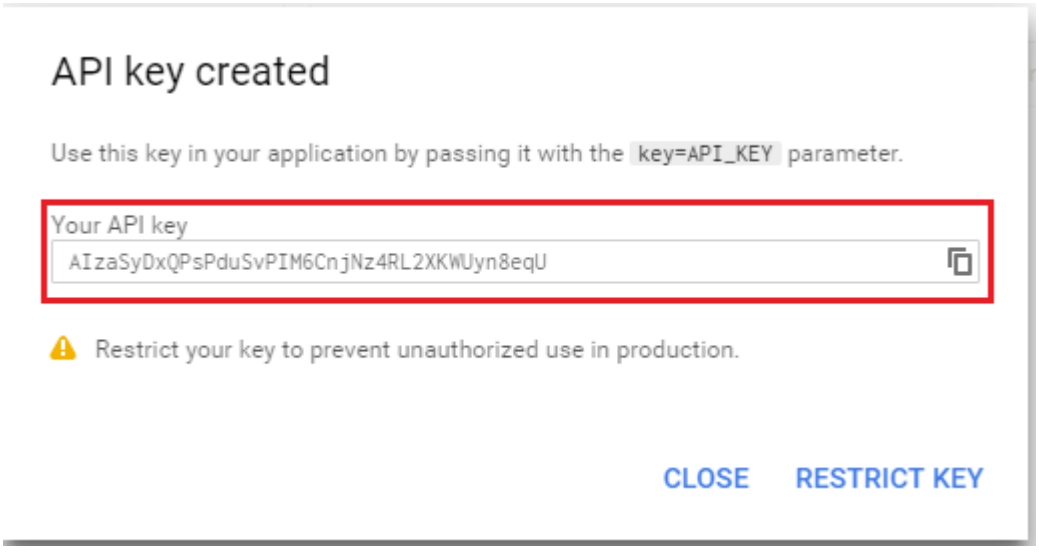
6) Click the **Create credentials** dropdown.



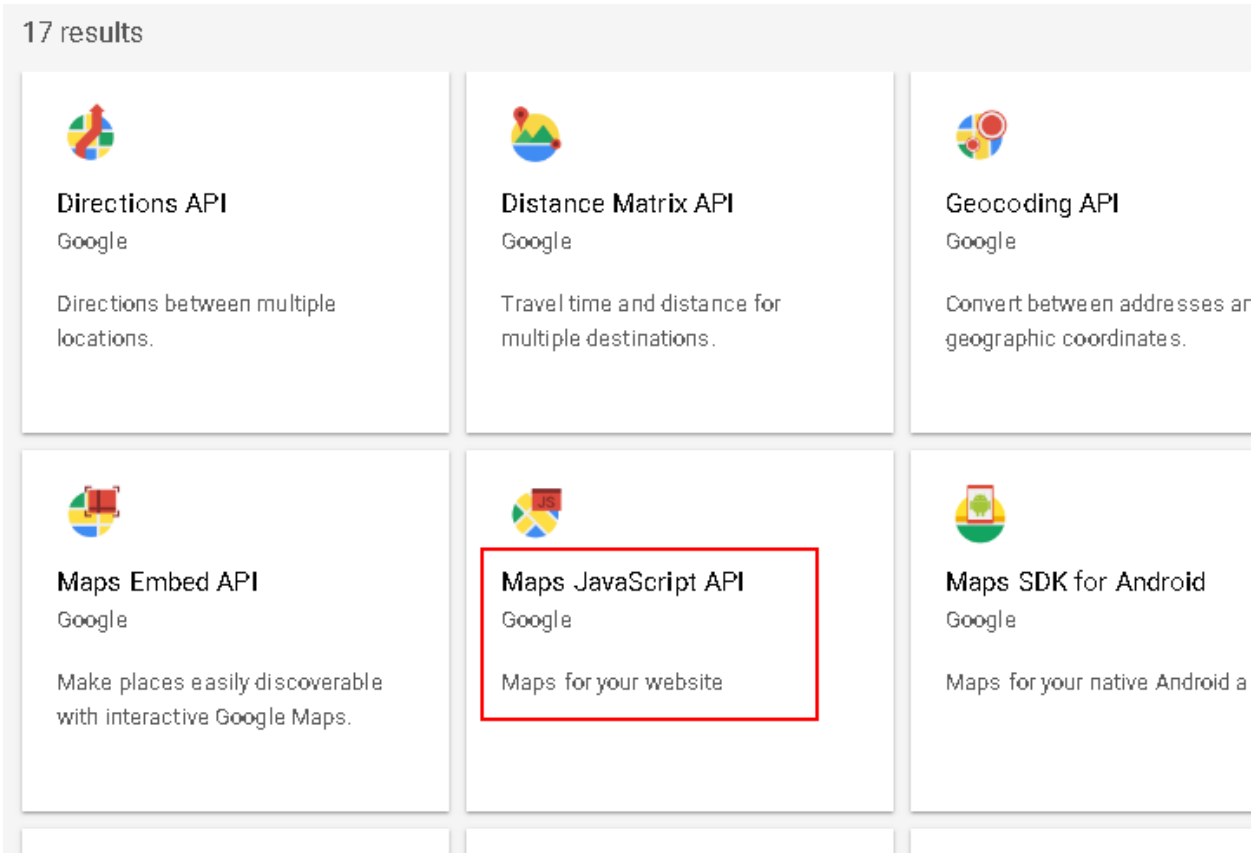
7) Select **API key** from the dropdown menu.



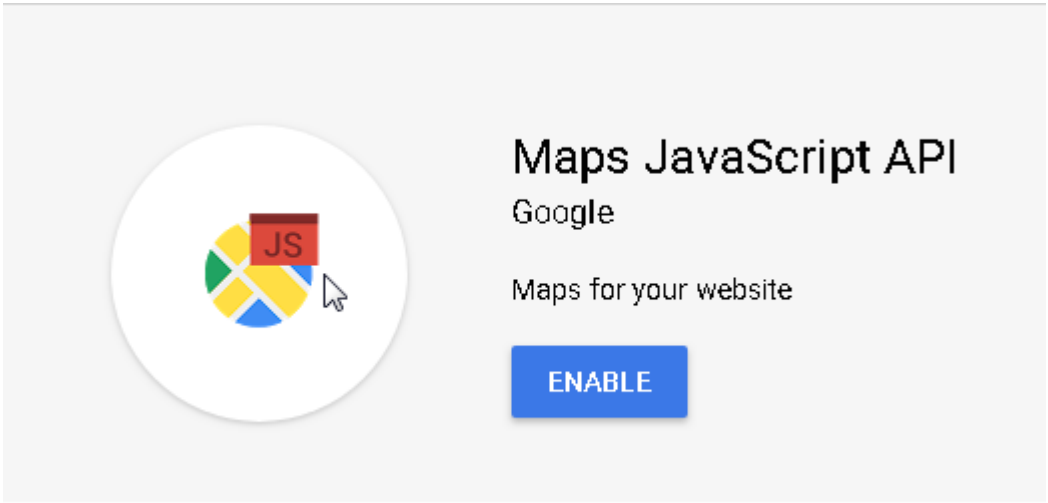
The **API key** is generated. Make sure you copy this key.



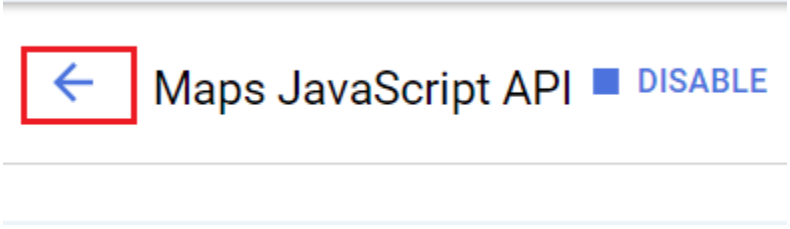
8) Click **Close**.
9) Click the **Library** tab under **API manager** and select **Maps JavaScript API**.



10) In the **API Library** screen, click **Enable**.

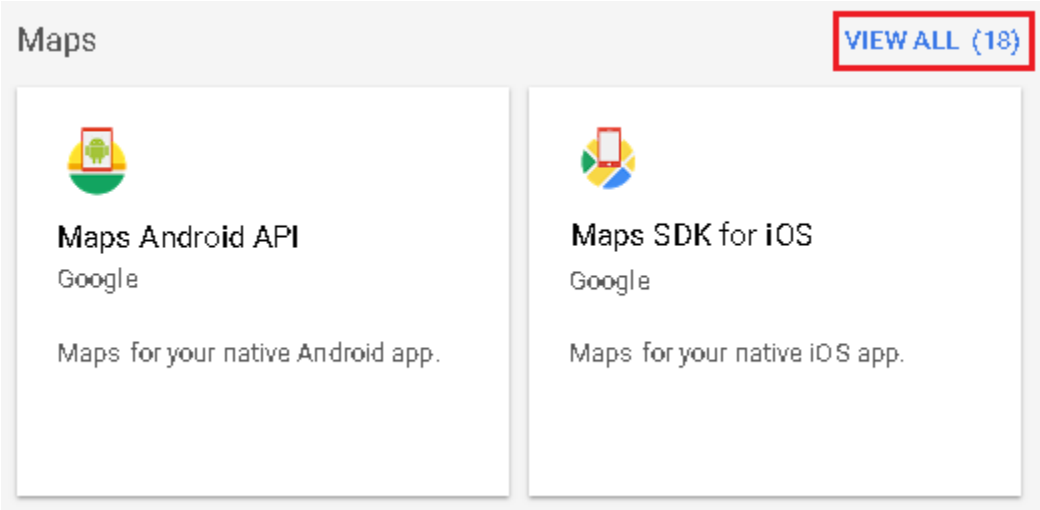


11) Click **Back** (left arrow icon) to return to the previous screen and select the remaining APIs.

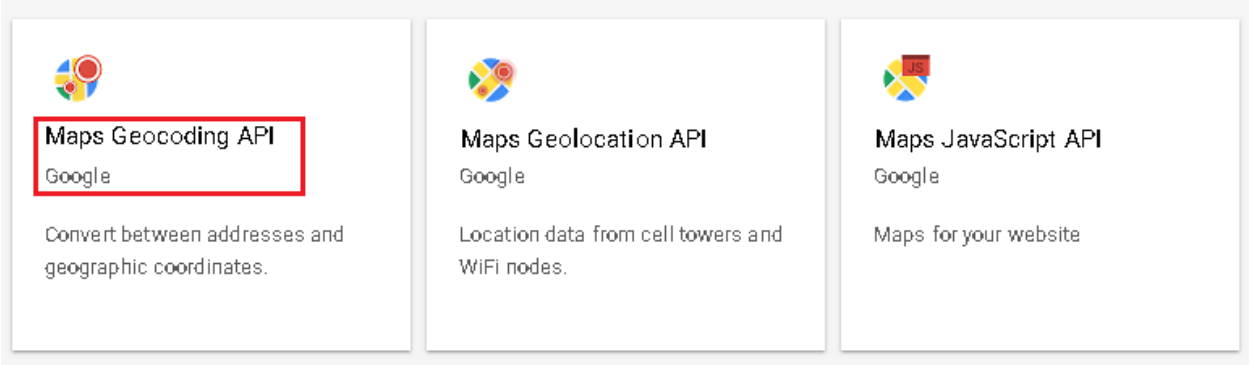


The **Welcome to the new API Library** screen appears.

12) Click **VIEW ALL**.



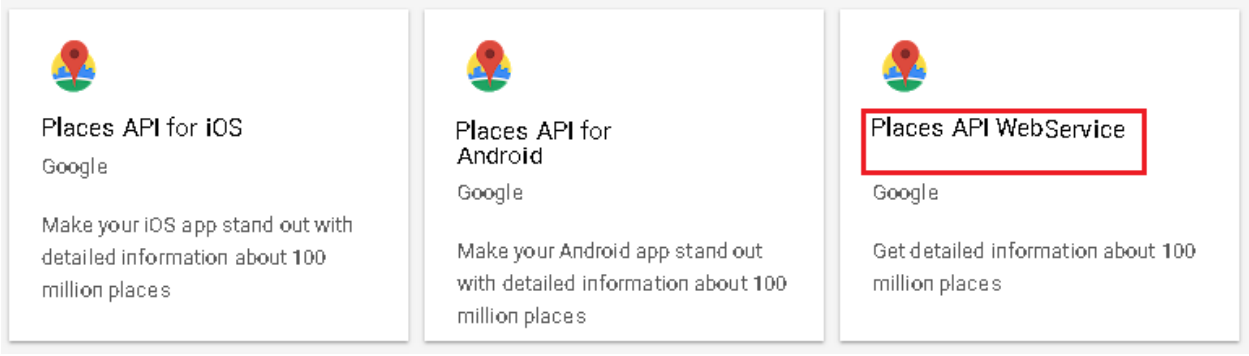
13) Select **Maps Geocoding API**.



14) Click **Enable**.

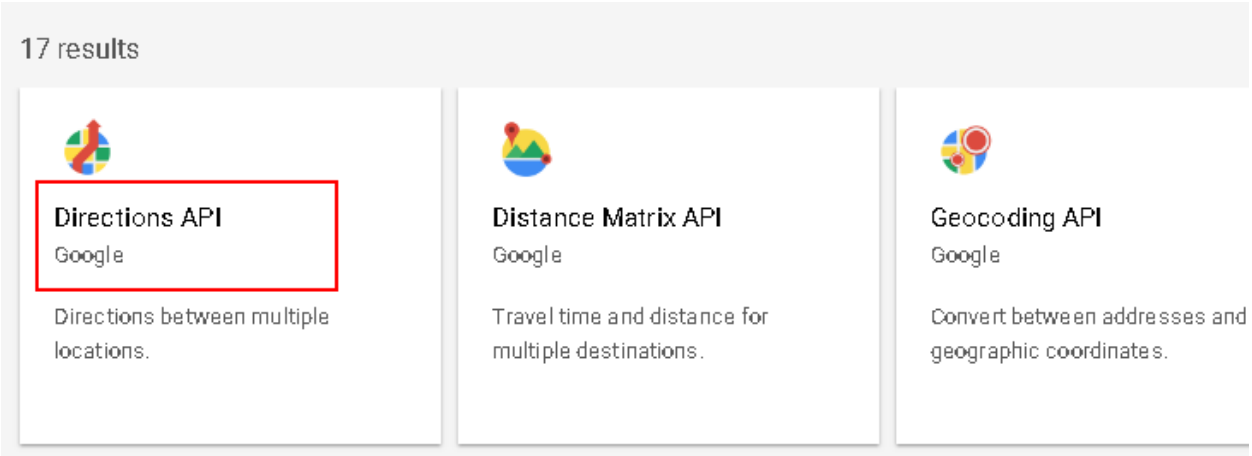
The new API key can now be used in the Map Plotter application.

Now, select **Places API Web Service**.



15) Click **Enable**.

16) Likewise, Select **Direction API**.



17. Click **Enable**.

Enabling Google Maps Billing

Google has recently made changes to their maps platform that affected Google's free Maps API system, restricting it to a limit of 900 views/Map per day. In order to use this free 900 views limit quota, we need to enable Google Maps Billing and then generate a free Google Maps API key.

Note:

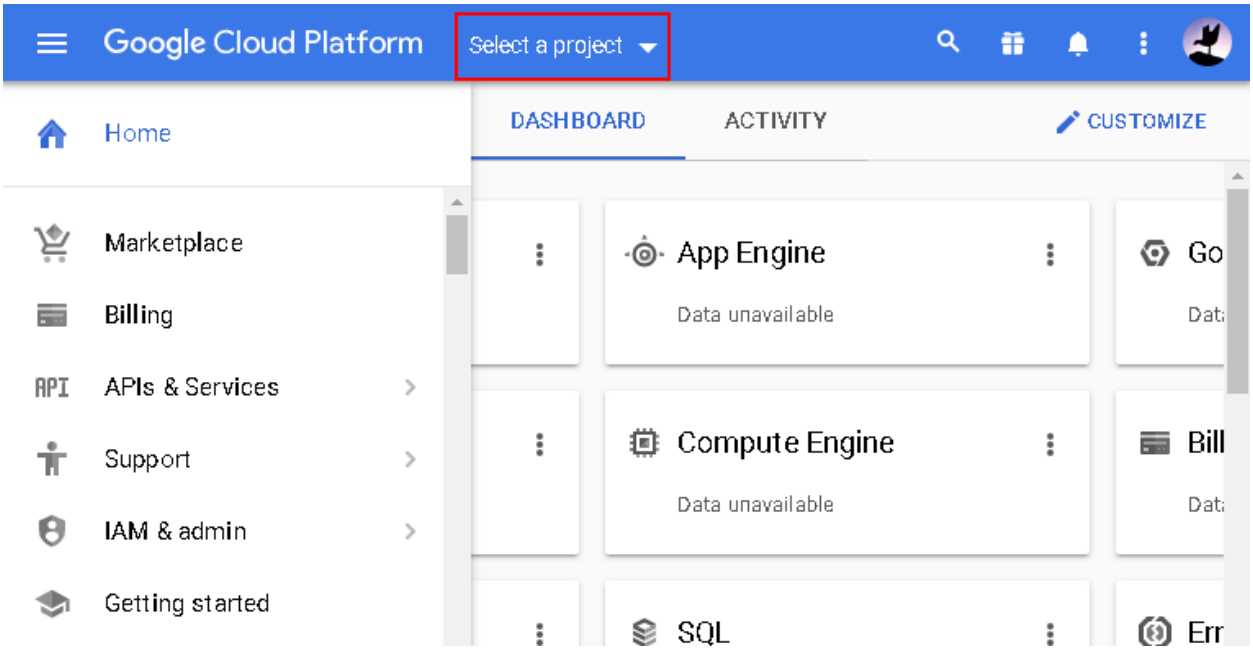
Maps would be blocked and a Watermark would start to appear if you pass the 900 views threshold limit for a day.

Caveat:

You will need to provide your credit card details to enable Google Maps and to generate an API Key.

To enable Google Maps Billing, follow these steps:

1. Go to **https://cloud.google.com/**.
2. Sign in with your credentials.
3. After you have signed in, click **Console**.
4. Click the **Select a Project** button to select a project.

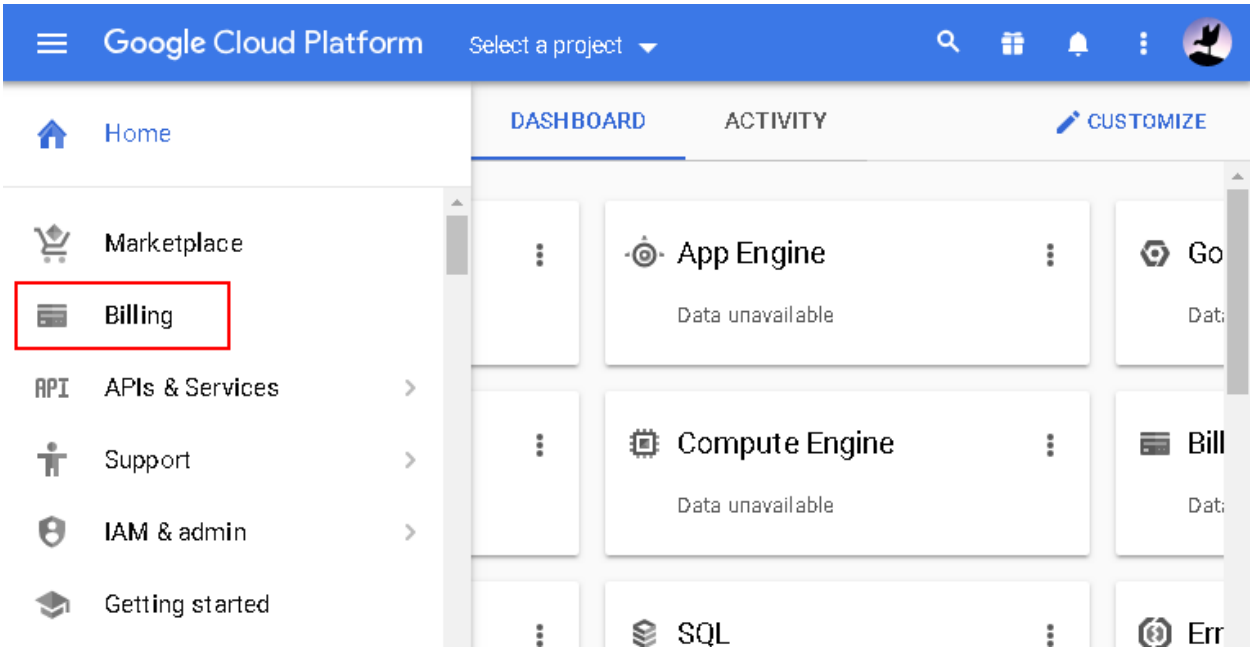


The **Select a project** pop up window appears.

5. Click a project name to open it.

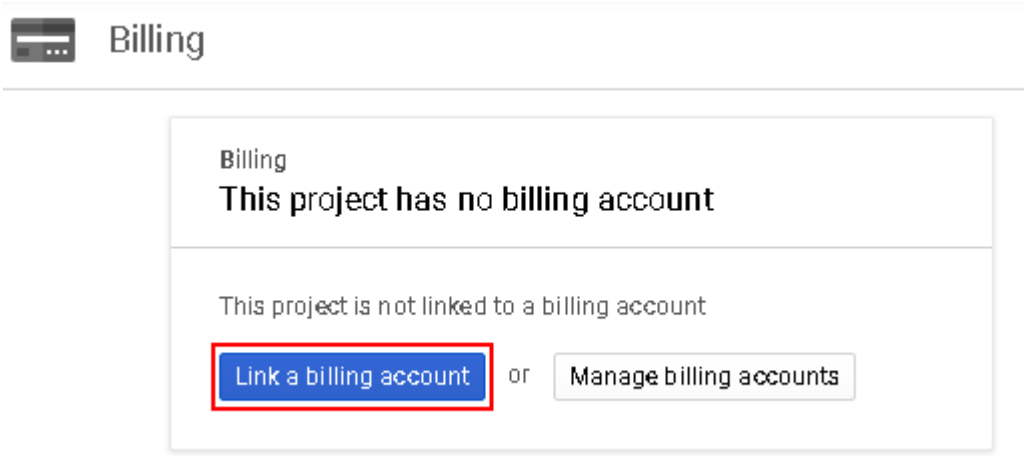
   The Project's dashboard appears.

6. Click **Billing** on the left hand side.



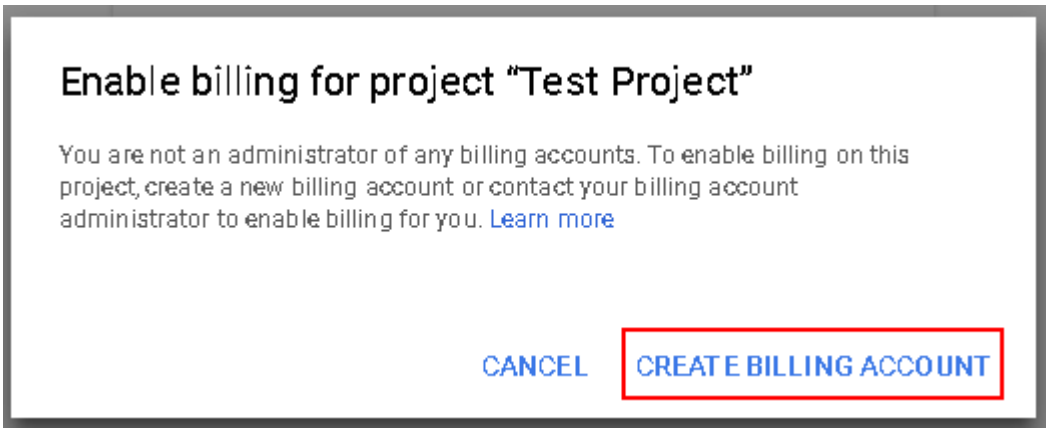
The Billing page appears where you can **Link a billing account** or **Manage billing account**.

7. Click the **Link a billing account** button.

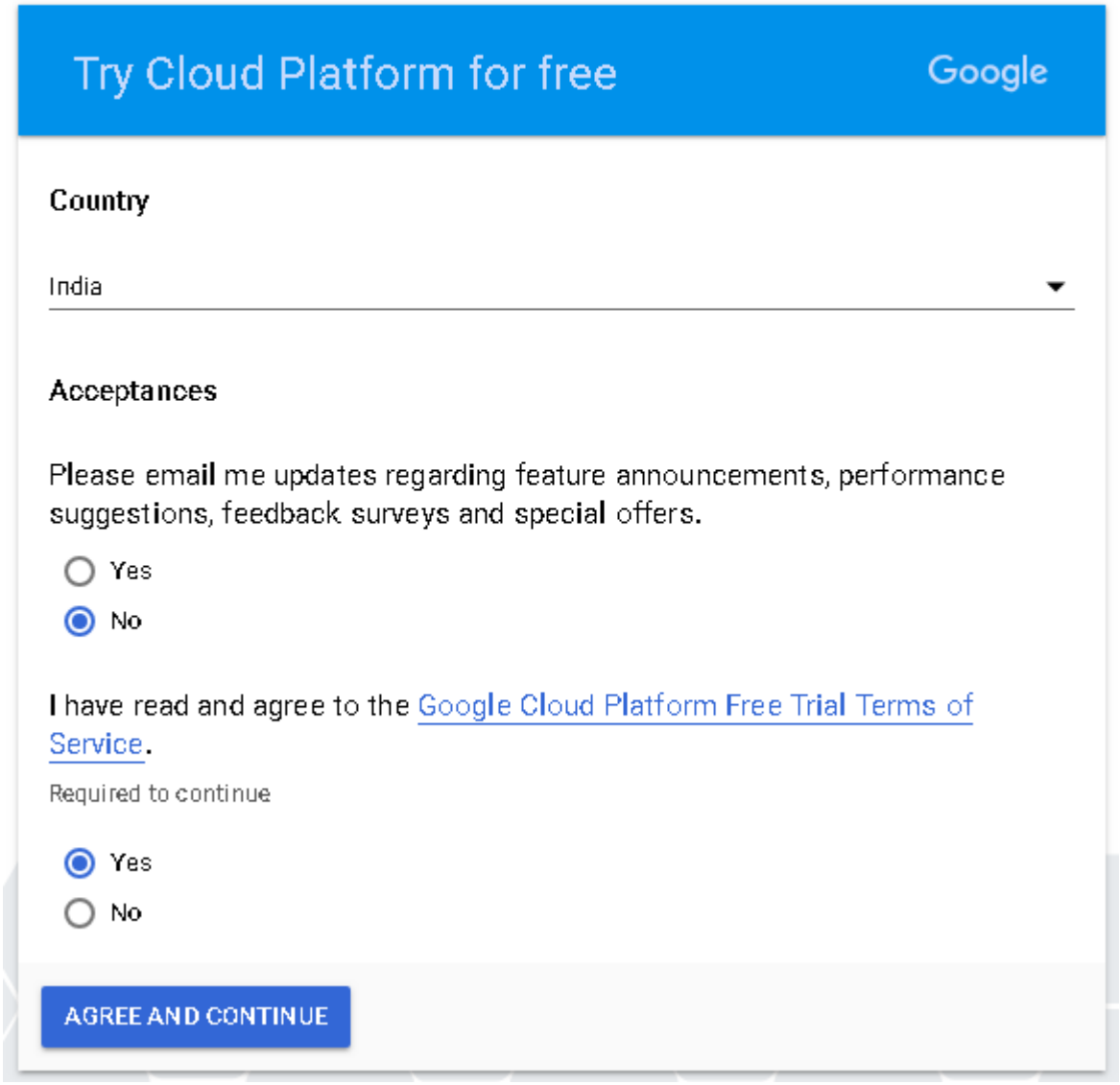


The **Enable billing for project** pop up appears.

8. Click **CREATE BILLING ACCOUNT**.



The **Google Cloud Platform** screen appears.



9. Select your country under the **Country** section.

   In the **Acceptance** section, select **Yes** if you wish to receive updates regarding feature announcements, performance suggestions, feedback surveys and special offers, else select **No**.

10. To continue, select **Yes** by agreeing with Google Cloud Platform Free Trial Terms of Service.

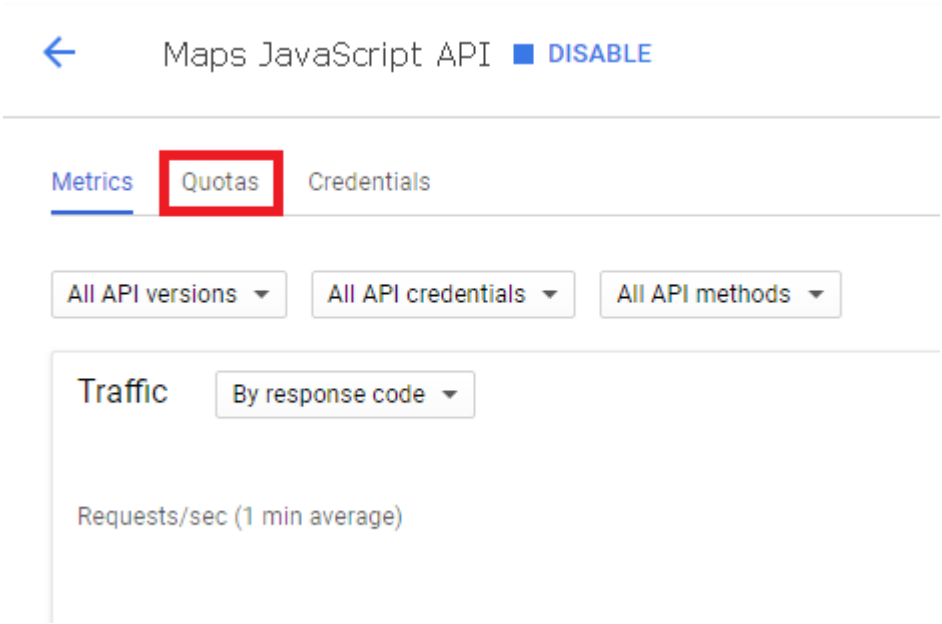
    The **Payments profile** screen appears where you need to enter your payment credentials such as credit card details, Tax information, Name, address etc.

11. Enter your credit card and other relevant information

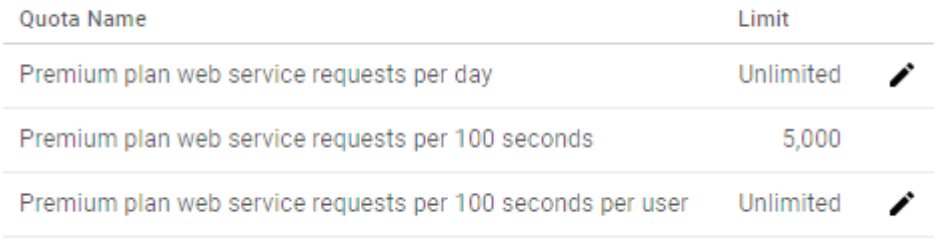
12. Click **START MY FREE TRIAL**.

13. In the **Billing** screen, click the button at the top left corner to open the Navigation menu.
14. In the Navigation menu, click **APIs & Services**.
15. In the **APIs & Services** screen, click **ENABLE APIS AND SERVICES**.

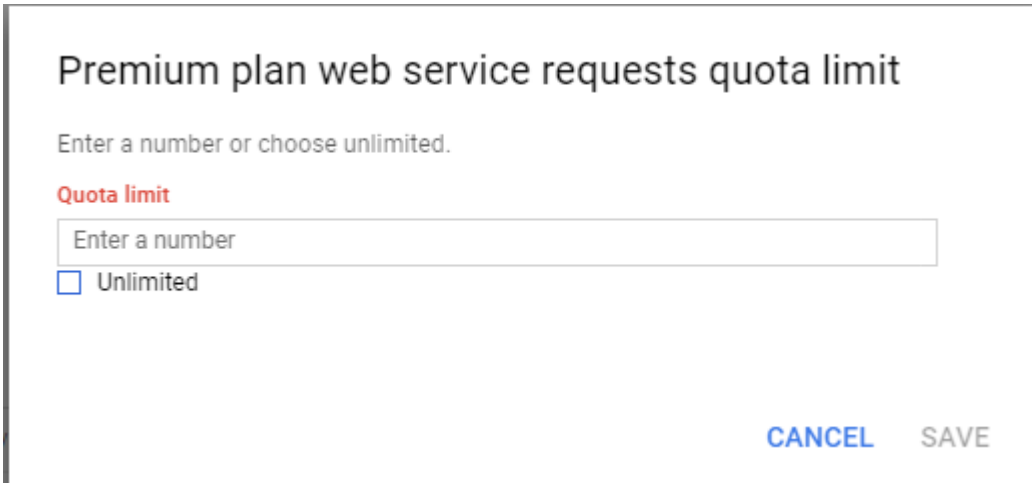
    The **API Library** screen appears.
16. In the **Maps** section, click **VIEW ALL** to view all the Maps APIs.
17. In the Result page, click **Maps JavaScript API**.
18. In the **Maps JavaScript API** screen, click **Enable**.
19. In the next screen, on the top navigation, click **Quotas**.



20. In the **Map Loads** section, click the icon for the **Map loads per day** option.



21. In the **Map loads quota limit** pop up, uncheck the **Unlimited** check box and enter your daily limit in the **Quota limit** text box.



22. In the **Requests** sections, set the **Requests per day** and other Requests limit options.

23. Select the confirmation checkbox and click **Save**.
24. Click the icon for the **Map loads per 100 seconds** option and repeat steps 21 and 22.
25. You can plan divide your budget using the [Google Pricing Calculator](#) for the following services.
    - **Maps**
        - *Dynamic Maps*
    - **Routes**
        - *Directions*
    - **Places**
        - *Places - Nearby Search + Basic Data + Contact Data + Atmosphere Data*
        - *Geocoding*
26. Click **Credentials** on the top navigation menu.
27. In the **APIs Credentials** box, click the **Create Credentials** drop down menu and select **API Key**.

28. The API key is created. Click **RESTRICT KEY** to restrict this API Key.
29. In the next screen, enter a name for the API key, select **HTTP refers (web sites)** under **Application restrictions**, and enter the URL of the Map Plotter Web site.
30. Click **Save**.
31. Copy the API key and use it in the Map Plotter web site.

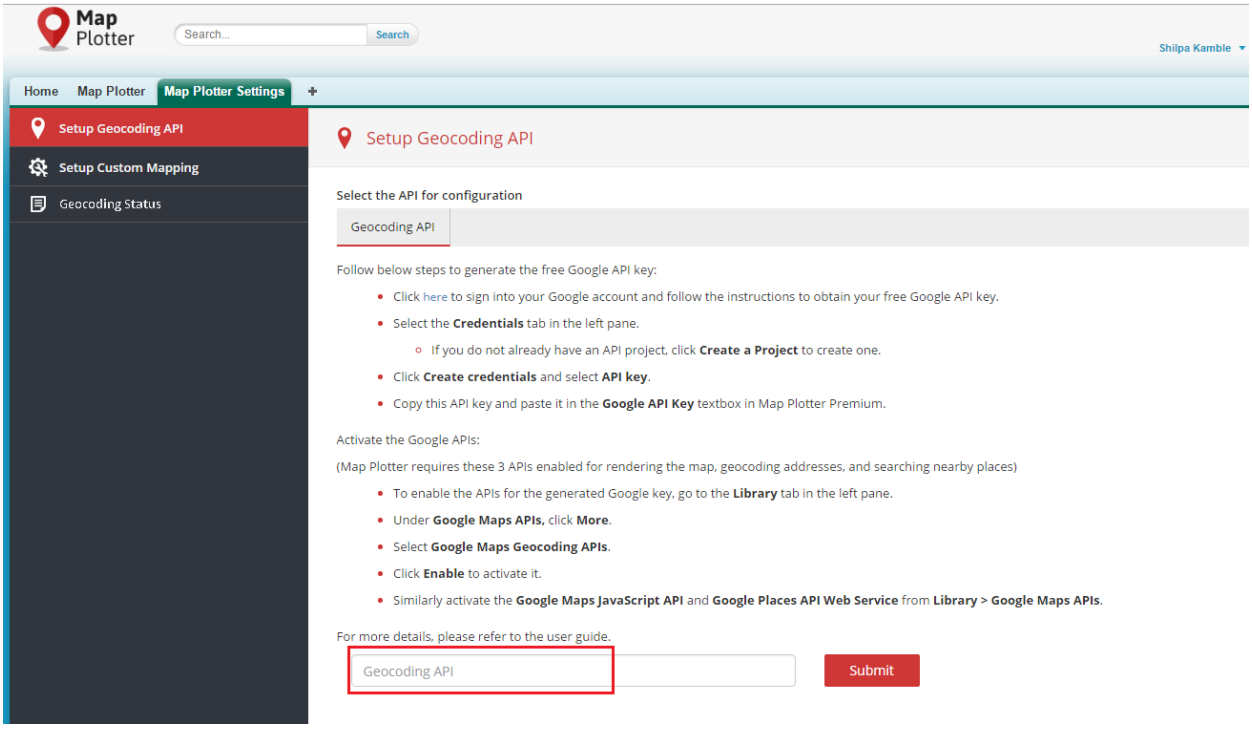
Note:

You can plan and calculate your budget for Google APIs usage, for the Map Plotter web site, using the Google Pricing Calculator (Map Platform)

Setting API keys in Map Plotter

After generating the google API key, let us see the steps on how to use them in the Map Plotter application.

Setting up the free Google API key



1) Login to the Map Plotter app.
2) Click **Map Plotter Settings**.
3) The **Setup Geocoding API** tab will be displayed.
4) In the **Geocoding API** tab, enter the Google API key and click **Submit**. For more details on how to generate the key, please refer to, Setting API Keys.
5) This completes the setup required to start using the Map Plotter app.

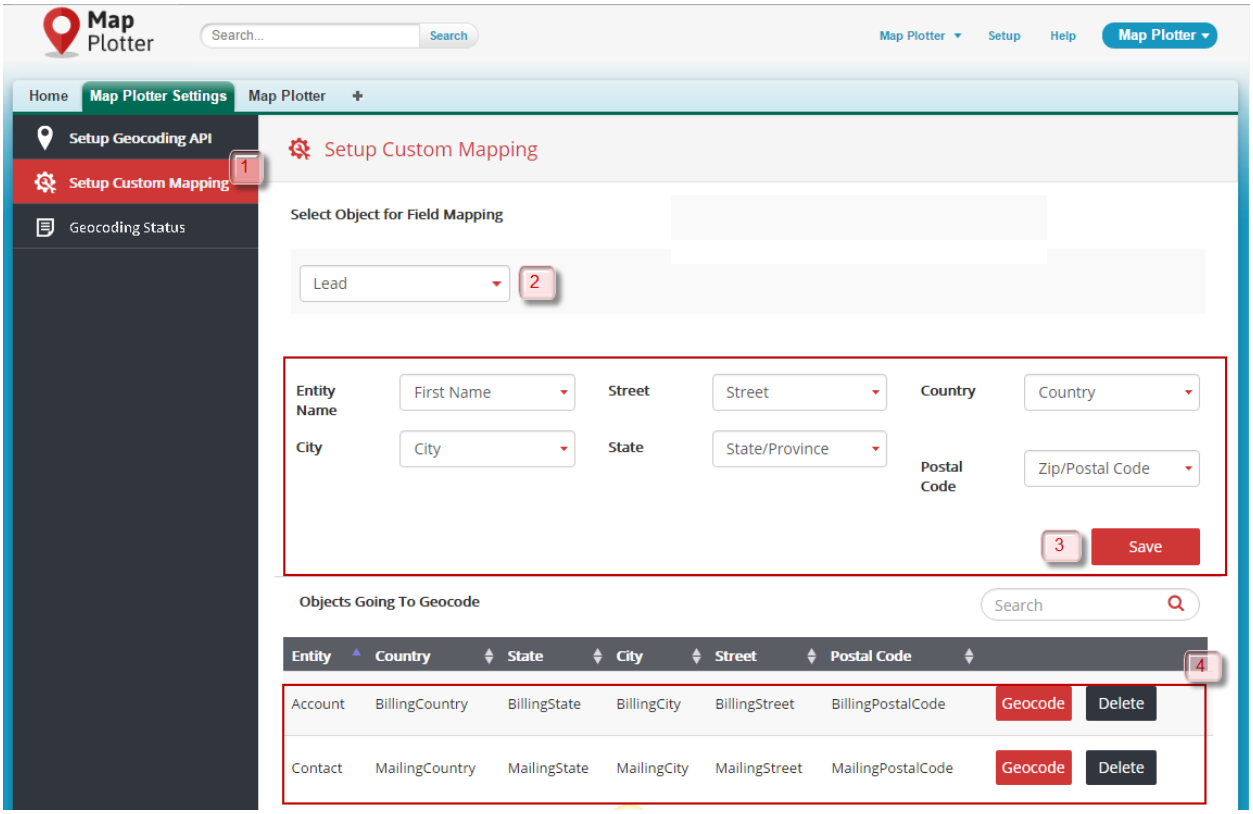
Setting up Custom Mapping

Before you can start plotting Data Points in Map Plotter, you have to,

1) Map an object
2) Geocode the mapped object

Mapping an Object

To map an object



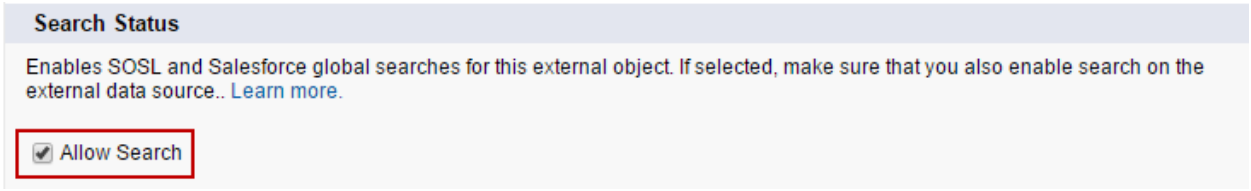
1) In **Map Plotter Settings** tab, select **Setup Custom Mapping.**
2) In **Setup Custom Mapping**, select the custom object or a standard object that you wish you mapped.
3) Select the details for the object and click **Save**. Object will be added to the list of objects to be geocoded.

Note:

Make sure that the mapping fields related to custom objects are correct – Use string data type for Country, City, State, Zip, street. Map Plotter will be able to successfully geocode a custom object if the data is available.

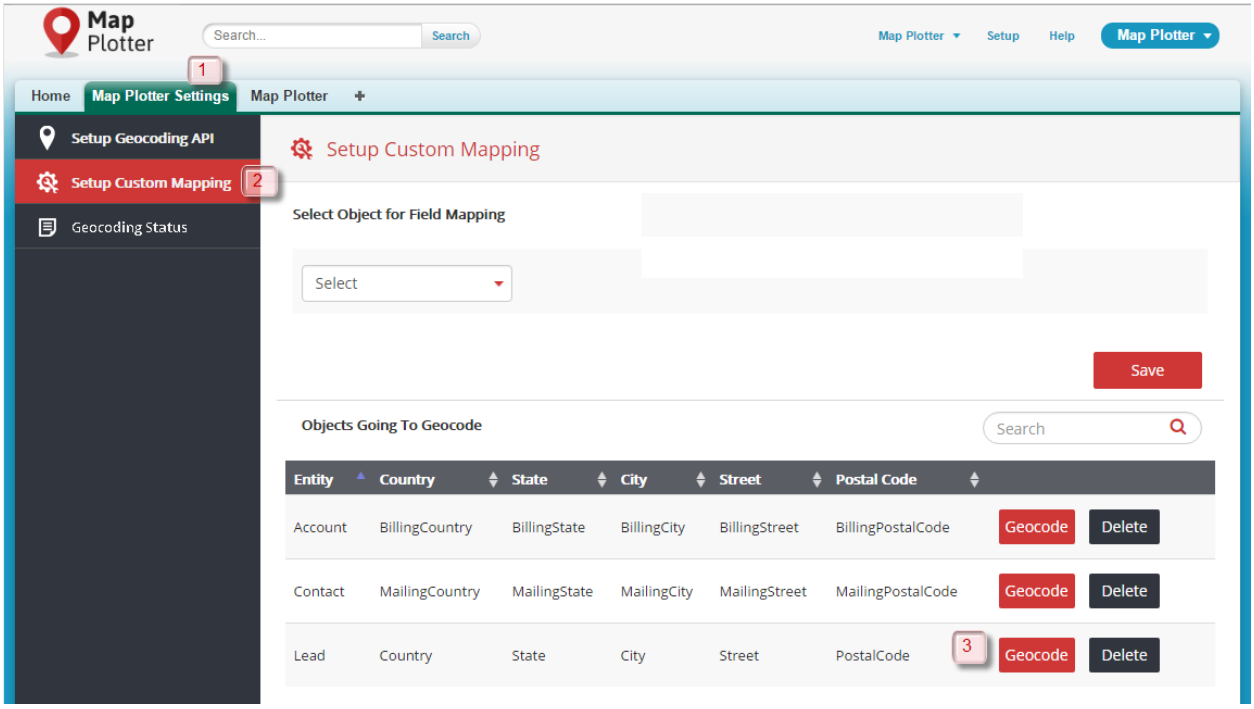
Caveat:

*While creating a custom object make sure to select the **Allow Search** option. This way Map Plotter will be able to show the custom objects in the drop down list of Setup Custom Mapping.*

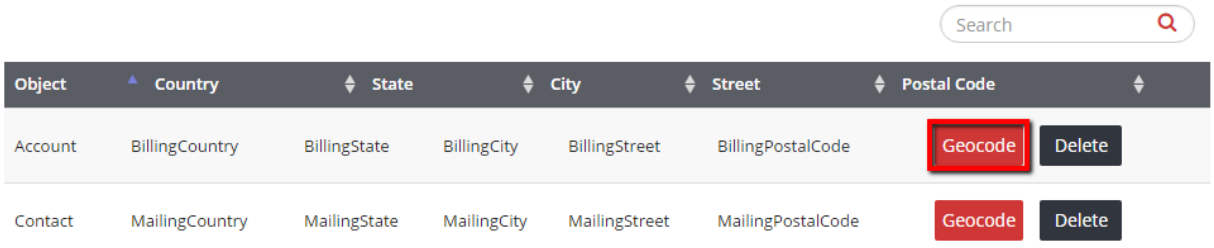


Geocoding the mapped object

To geocode a mapped object



1) Open **Map Plotter Settings** tab.
2) Go to **Setup Custom Mapping**.
3) Click **Geocode** for the object that you wish to geocode.



Note:

Map Plotter can geocode maximum 10 objects at a time. The records in the object are geocoded in the batches of 50.

Caveat:

Once the geocoding process has started, wait for it to complete before clicking ***Geocode*** *button again.*

Deleting a geocoded object

To delete a geocoded object

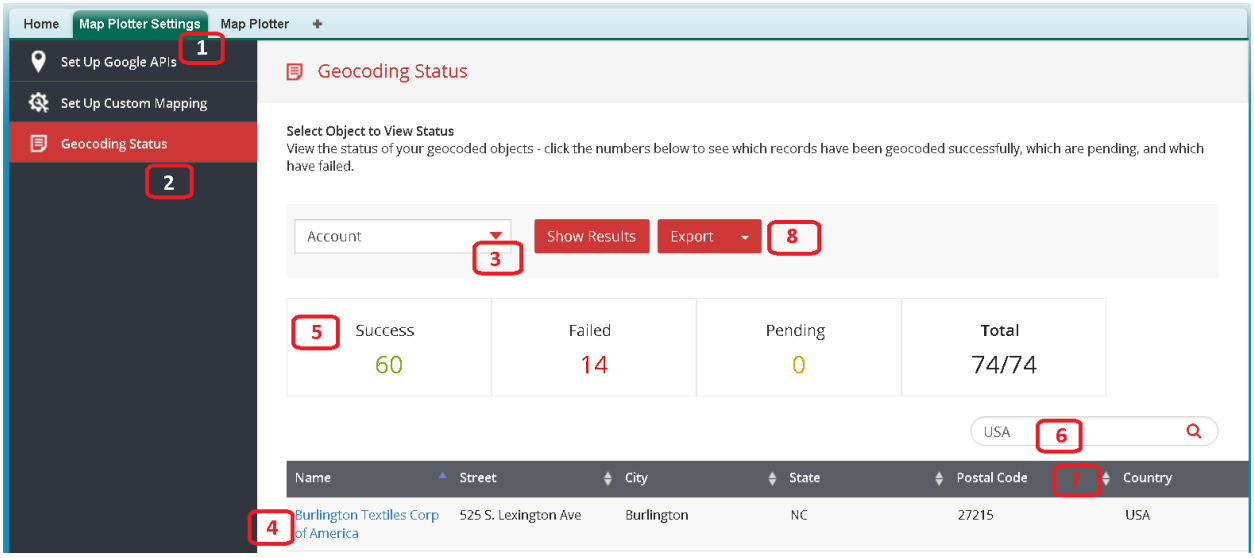
1) Open the **Map Plotter Settings** tab.
2) Go to **Setup Custom Mapping**.
3) Click **Delete** for the object that you want to delete.

   For screenshots, please refer to Geocoding the mapped object.

Checking Geocoding Status

The geocoding status shows the result of geocoding for an object. It shows the number of successfully geocoded points. It also shows the failed and pending geocoded points. You can pull the status for each geocoded object.

To view geocoding status



1) Open the **Map Plotter Settings** tab.
2) Click the **Geocoding Status** tab.
3) Select the object you wish to see the geocoding result for and click **Show Results**.
4) The geocoding result will be displayed.
5) To view record details as per their geocoding status, click the result box for each status.

6) You can use the **Search** box to search for a specific record. You can enter search value for any of the field as shown in the status. For example, if you enter USA it will search for all records with matching keyword and display it in the results.

7) You can sort the results as per the headings, by using the arrows.

8) You can export the status in csv, Excel and PDF formats by clicking the **Export** button and selecting the required format.

See Also

- Viewing Map Point Information

MAP PLOTTER TAB

Once the objects are geocoded, you can plot them on map. Successfully geocoded points can be plotted on map.

Map Plotter is the second tab in the Map Plotter app. It lists the Data Points that are available. At the highest level, you will find country, then the next level is state within the country and the last level is the city within the state. You can expand the view by using the down arrow and select state or city that you wish to plot on map. You can use the check box on the left hand side to select your choice. Let us look at the various options available in this tab.

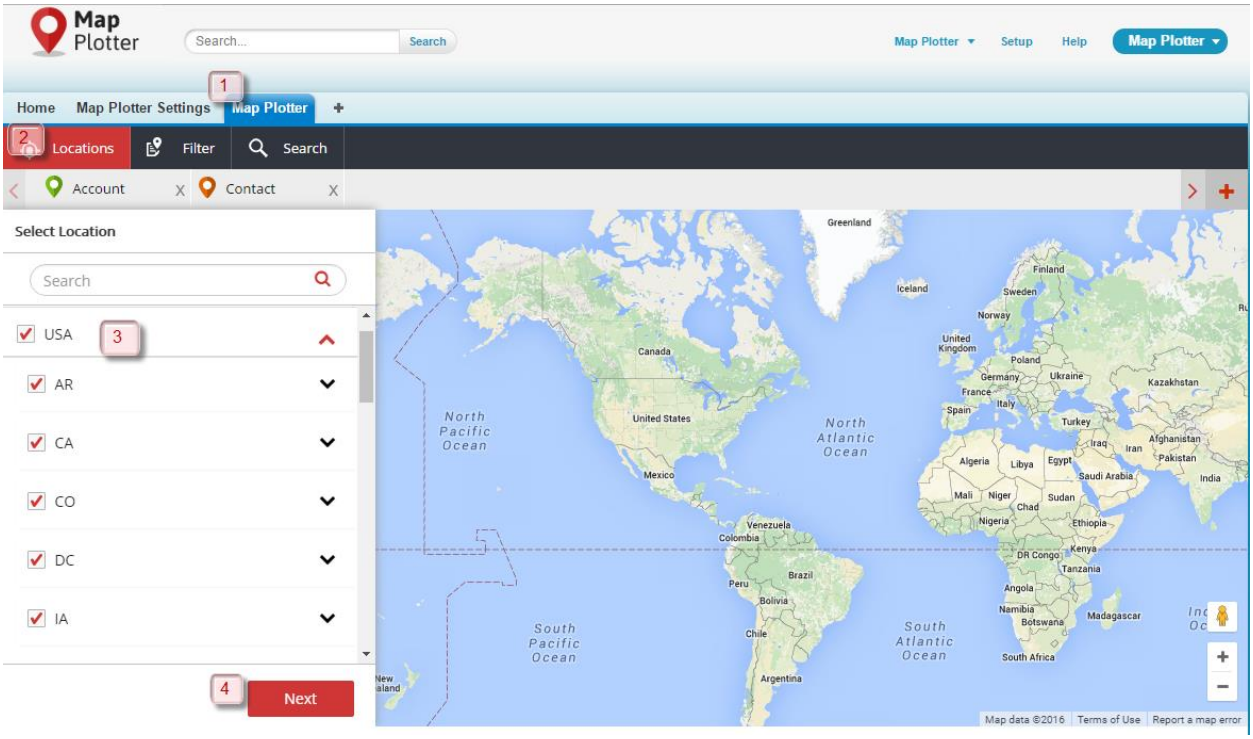
You can filter Data Points and plot them on map using following options:

1) Locations
2) Filter
3) Search
4) Tools

Locations

In this tab, you get to see all the available locations in the **Select Location** window. You can search for locations and arrange the location in order of your choice from this window. Let us see more details about it.

To plot objects using Locations tab in Map Plotter

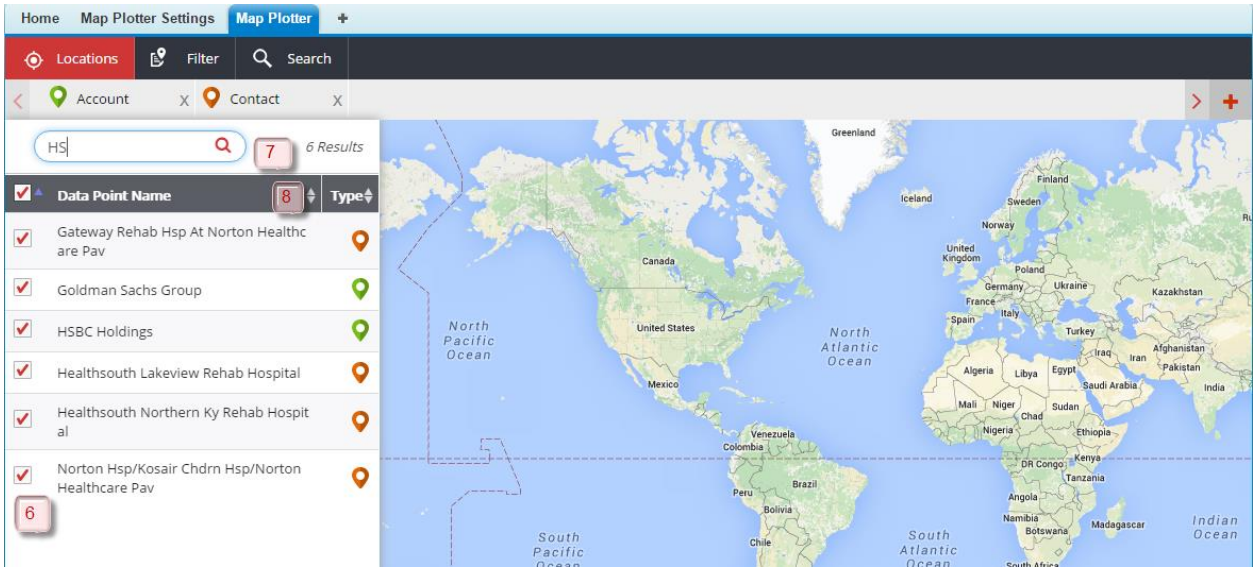


1) Open the **Map Plotter** tab.

2) The **Locations** tab will be displayed.

3) Select the Location(s).

4) Click **Next**.



5) If you wish to change the Data Points that you had selected earlier, click the **Edit Locations** button. Follow the same steps to select the Data Points.

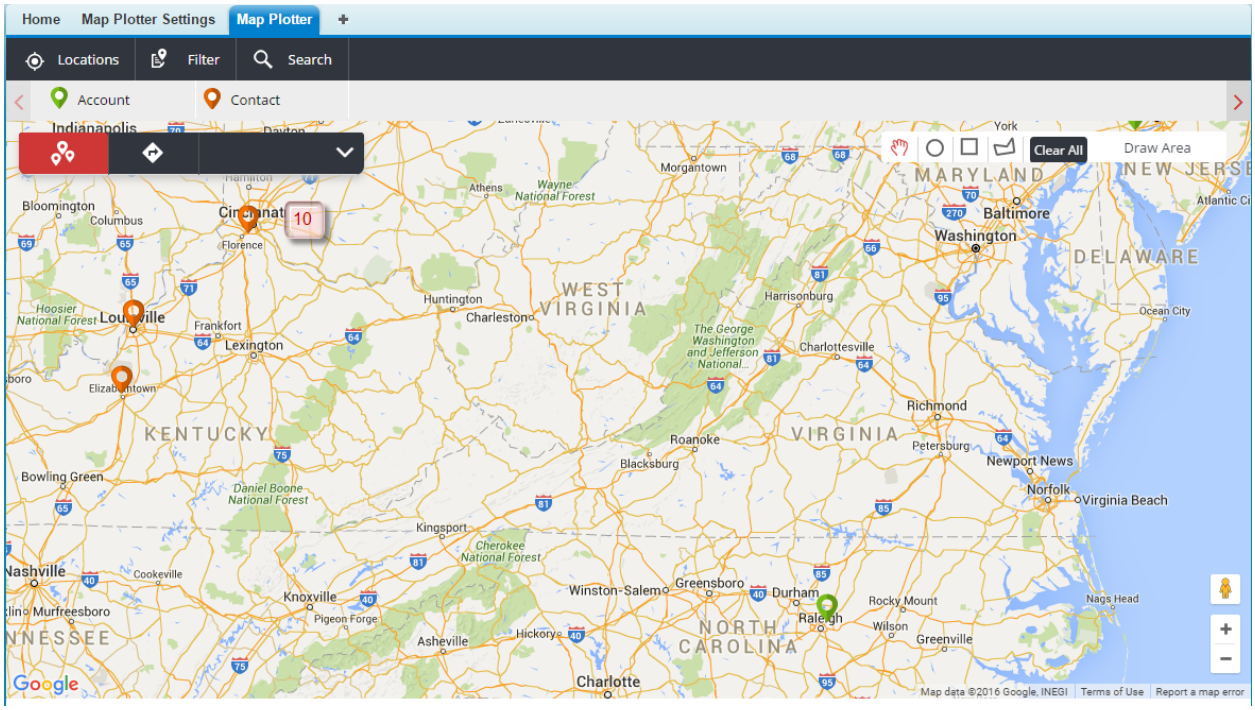
6) If not, select the **Data Point Name** that you wish to plot on map. Note that a color-coded pin is associated with every **Data Point Name**.

7) Use can use **Search** box to locate a specific record in the **Data Point Name** list.

8) You can sort the Data Points by **Data Point Name** or **Type**. Use the arrows provided to sort the record list. You can export the data in csv, Excel or PDF format by clicking the **Export** button.

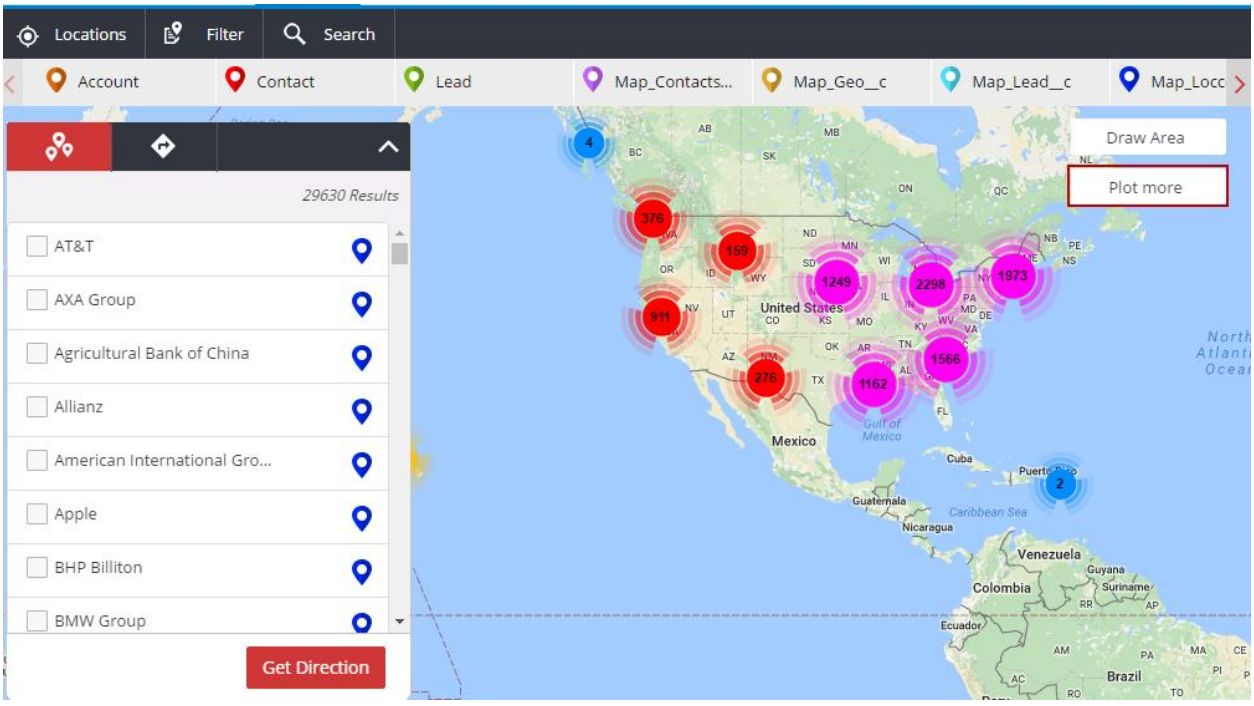
9) Click the **Plot on Map** button.

10) The selected Data Points will be plotted and you can locate them by using the legend.



Note:

Map Plotter can plot maximum of 10,000 records at a time. If you have more than 10,000 records, please click ***Plot More****, to continue plotting the records on map.*

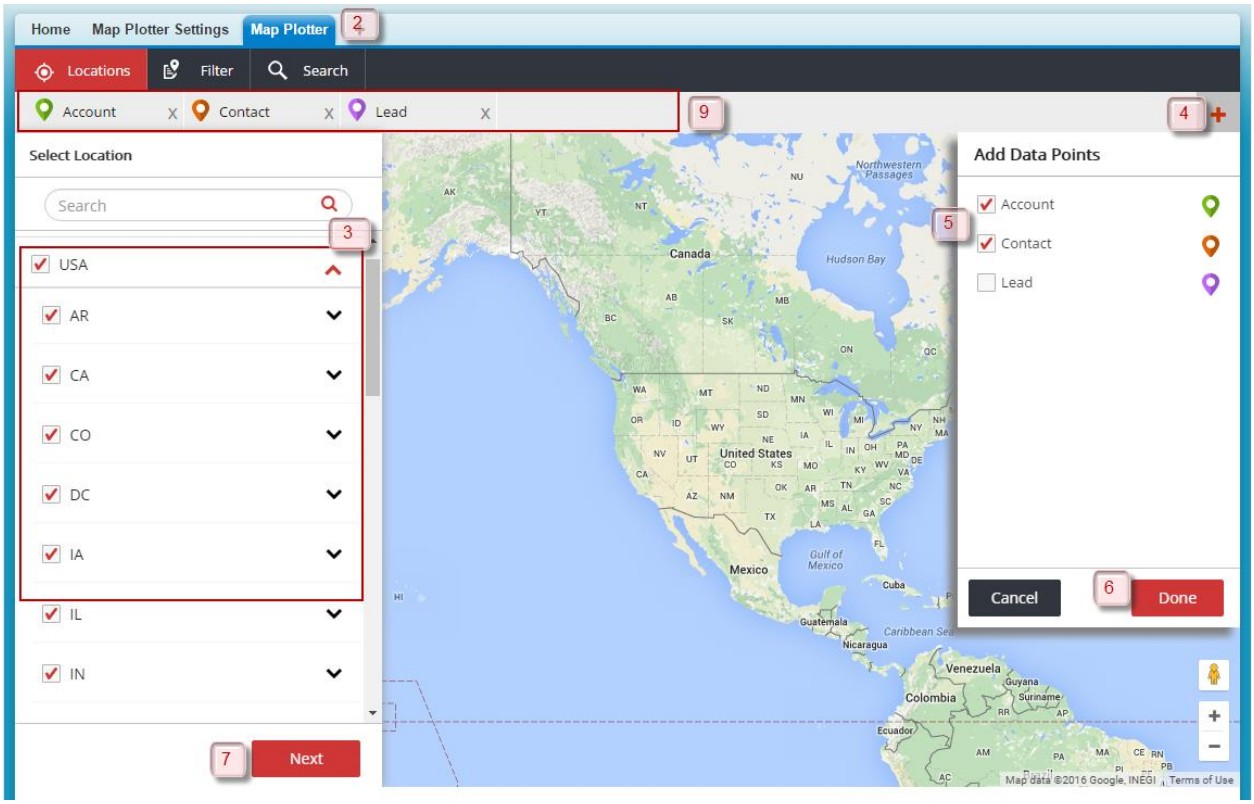


You can get directions between the plotted points. Please refer Getting Directions in Map Plotter for more details. For further filtering the mapped Data Points, you can use the draw tool. Please refer Applying tools on Mapped Data Points for more details.

Adding Data Points

You can select to view Data Points related to only a selected object too. Map Plotter has the option to show Data Points depending on the object.

To add Data Points for an object:



1) Open the Map Plotter app.
2) Click the **Map Plotter** tab.
3) Select location(s) to be mapped.
4) On the right hand side top corner click **+**. **Add Data Points** window will be displayed.
5) Select the objects, for which you wish to see Data Points.
6) Click **Done**.
7) Click **Next** from the **Select Location** window.
8) Map Plotter will show map Data Points corresponding to the selected object(s) only.
9) Alternatively, you can select the object(s) from the top menu bar. Remove the object(s), for which you do not wish to plot Data Points on map, by clicking **X**.

Filter

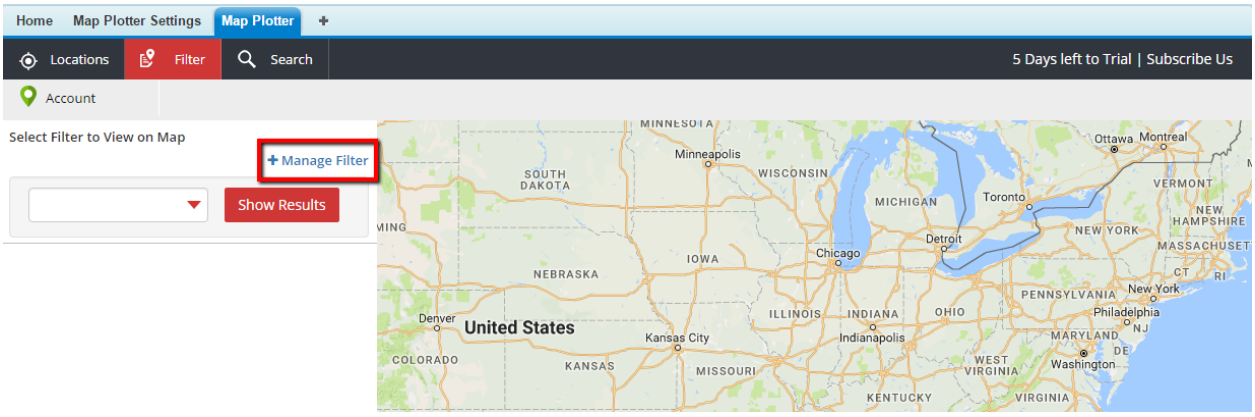
You can create your own filters to pull Data Points for set of criteria. Map Plotter provides you with the option to save these filters for future use.

Creating a New Filter

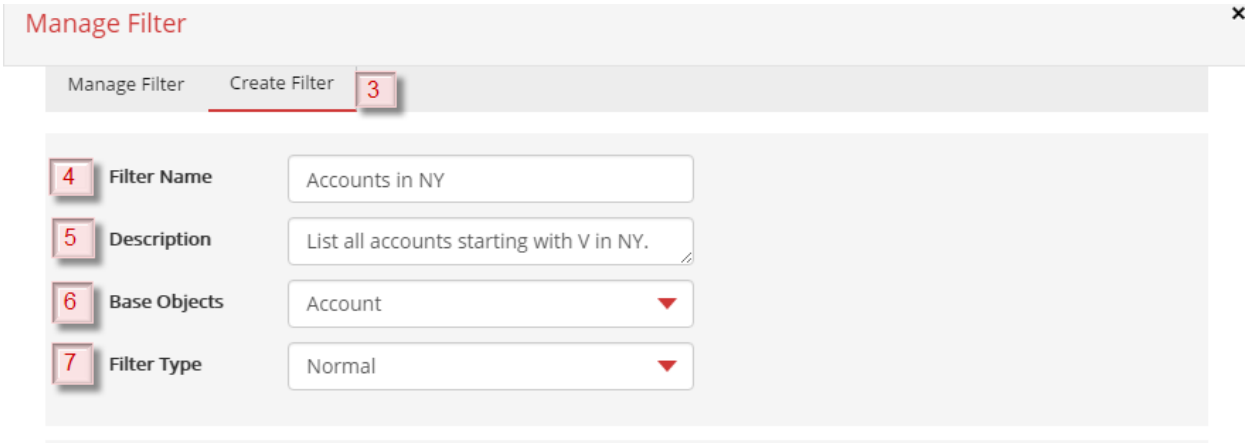
Filters are nothing but queries, which you can write on Salesforce objects. You can write and store these queries to find records matching your business and plotting them on map. In Map Plotter, you can create Normal or Colored filter. Click here to know how to create Normal filter.

Map Plotter provides you with the facility to create and store filters with color-coding. You can use this type of filter when you have to filter data points satisfying certain conditions and belonging to a group. For example, you can color code Account Names starting with C, A etc., for different Billing Countries. Let us look as to how you can achieve this, click here.

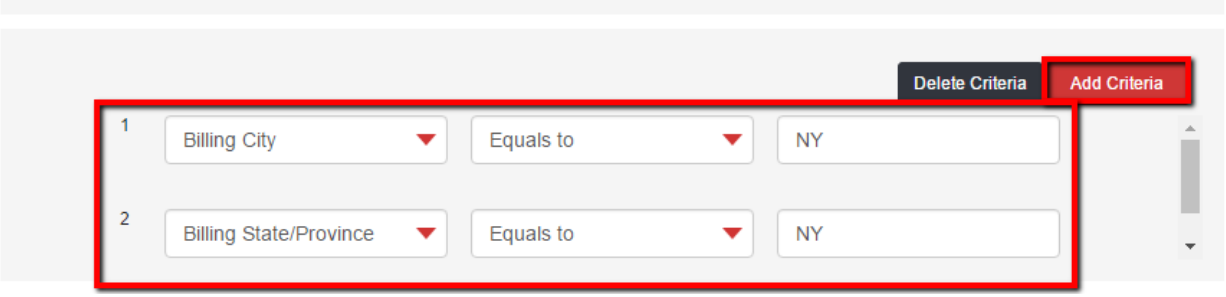
To create a new normal filter



1) In the **Map Plotter** tab, open the **Filter** tab.
2) Click **+Manage Filter**.
3) Click the **Create Filter** tab.



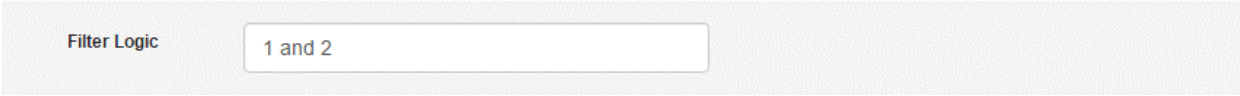
4) Give a unique name for the filter in **Filter Name**.
5) Provide more details for your reference in **Description**.
6) Select the object for which you wish to create the Filter from the drop down in **Base Objects**.
7) Select **Filter Type** as *Normal*.
8) Click **Add Criteria**.



Note:

*You can add 5 filter criteria. Click **Add Criteria** to add more filter criteria. Maximum allowed filter criteria are 10.*

9) If more than one criteria are added, then Map Plotter automatically applies AND condition for the **Filter Logic**.



Note:

*If the Filter Logic is edited, the system does not automatically apply **AND** condition the next time the Filter is changed.*

10) Click the **Save Filter** button.

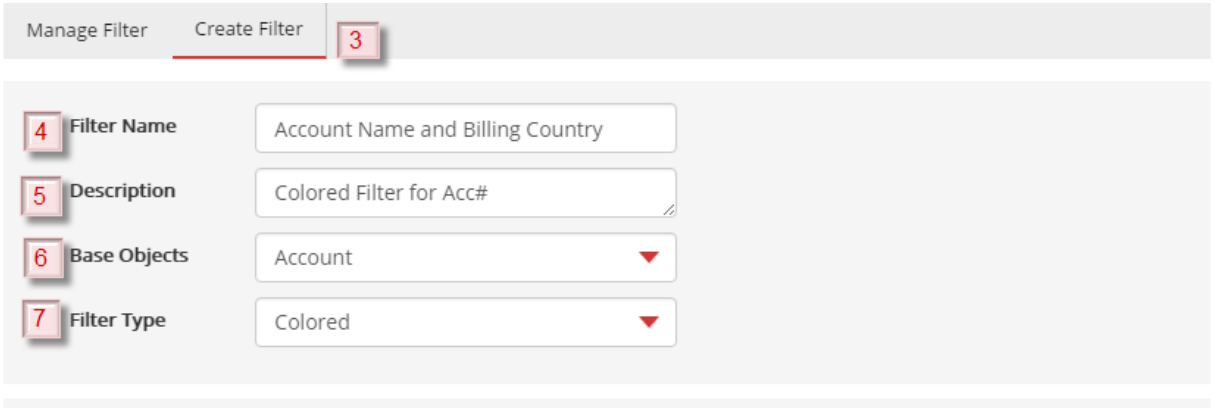
11) You will find the Filter in **Manage Filter** tab.

You can delete, edit, or clone a filter from this location.

To create a new colored filter

1) In the **Map Plotter** tab, open the **Filter** tab.

2) Click **+Manage Filter.** Please refer to, Creating a Normal Filter for more details.



3) Click **Create Filter**.

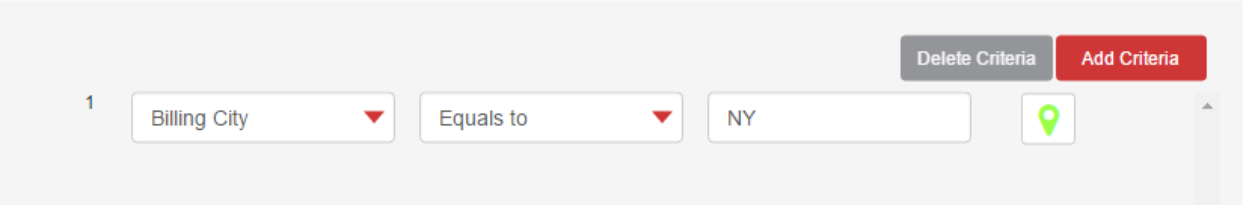
4) Give a unique name for the filter in **Filter Name**.

5) Provide more details for your reference in **Description**.

6) Select the object for which you wish to create the Filter from the drop down in **Base Objects**.

7) Select *Colored* in **Filter Type**.

8) Click **Add Criteria** and select the base object for which you wish to create the new filter.



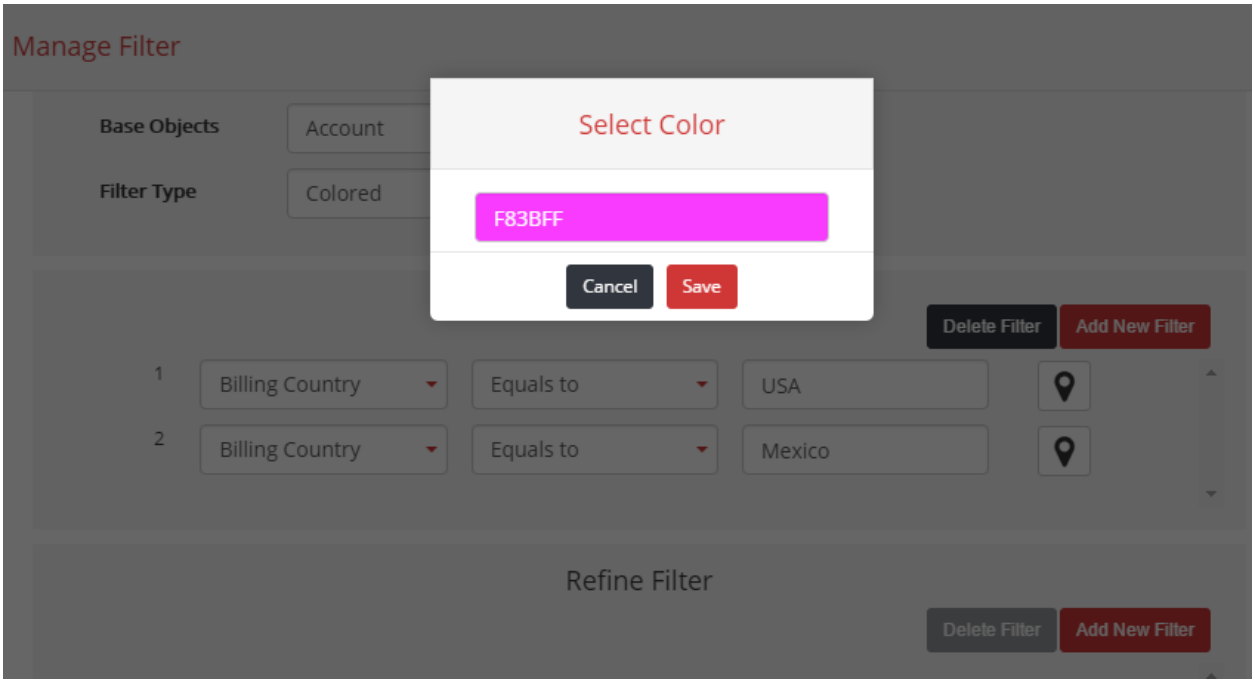
Note:

*You can use only **Equals to** operator for the basic filter criteria.*

9) Choose the color you wish to keep for the pin by clicking the pin, next to the filter.

Caveat:

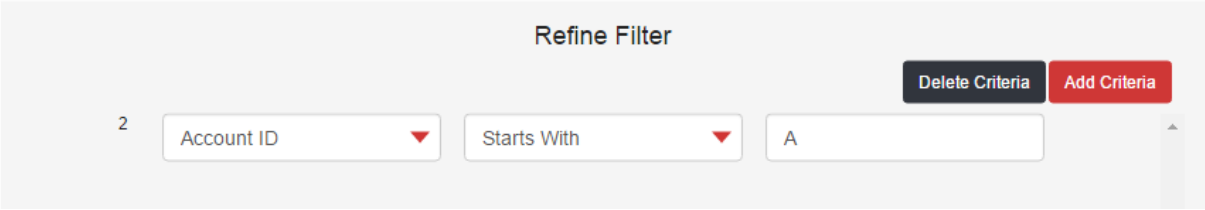
*You have to choose the color from the palette and click **Save**.*



Note:

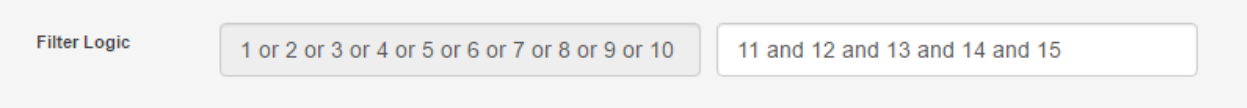
You can add 10 basic filter criteria and 5 refine filter criteria for a colored filter.

10) To add the **Refine Filter**, click **Add Criteria**.



Note:

*System automatically applies an **OR** condition (not editable) for the basic filter criteria. It applies an **AND** condition for the Refine Filter Logic. If the Filter Logic is edited, the system does not automatically apply the **AND** condition, when the Filter is edited later.*



11) Click **Save Filter**.

12) You will find the Filter in **Manage Filter** tab.

You can delete or edit a filter from this location.

Editing a Filter

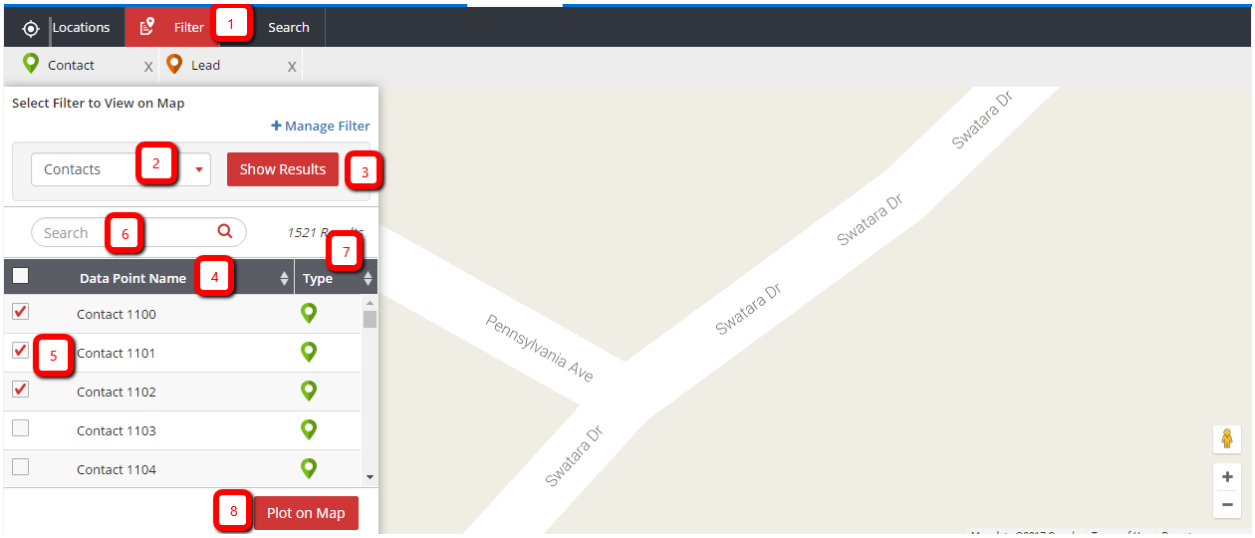
To edit an existing filter:

1) In the Map Plotter app, open **Filter** tab.
2) Click the **+Manage Filter** button. **Manage Filter** window will be displayed.
3) In **Manage filter** tab, click to edit the filter criteria that you wish to change.
4) Make the changes in the filter criteria and click **Save Filter**. Please refer Creating a New Filter for more details on adding filter criteria and filter logic to your query.

Executing a Filter

Once you have created and saved a filter, you can execute it to pull the Data Points to plot on the map.

To execute a Filter:



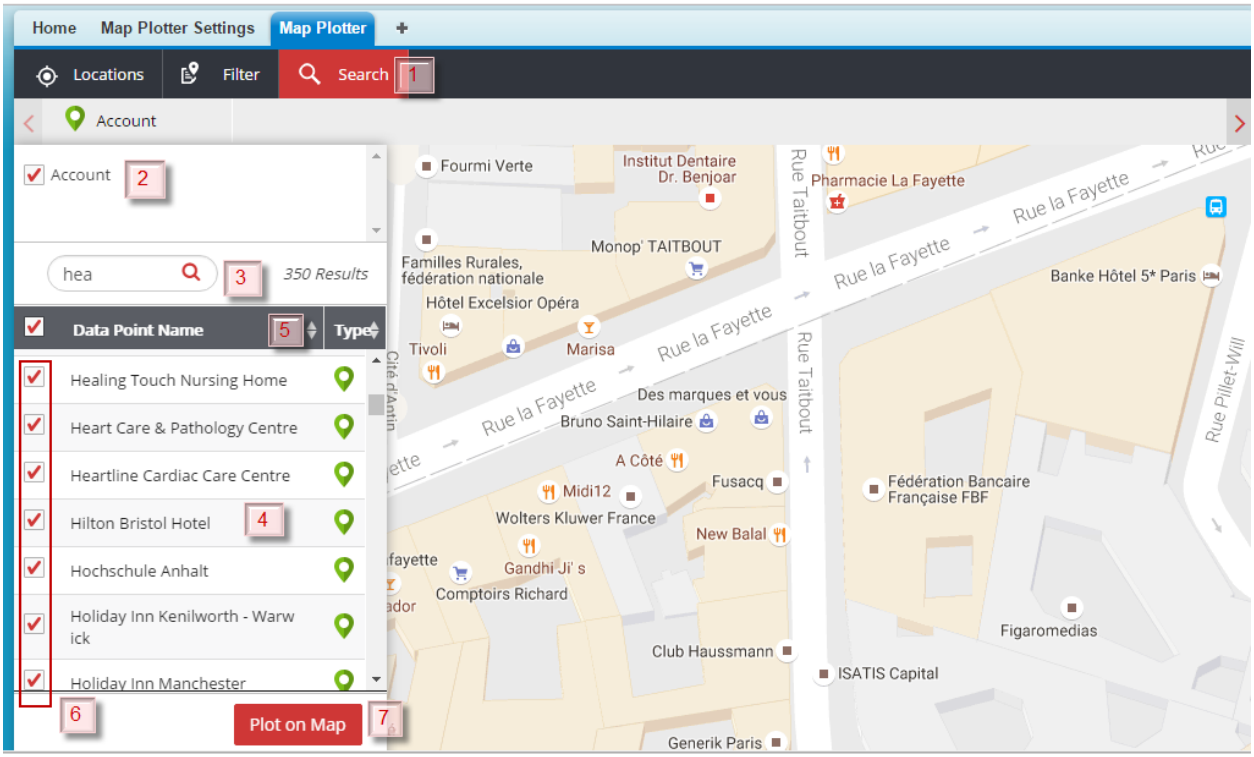
1) In the Map Plotter app, open the **Filter** tab.
2) Select the Filter, which you wish to execute from the dropdown menu.
3) Click **Show Results**.
4) A list of **Data Point Name** will be displayed, satisfying the filter criteria.
5) Select the Data Points, which you wish to plot on map.
6) You can use the **Search** option to find a specific record.
7) You can also sort the listed Data Points by **Data Point Name** and **Type**.
8) Click **Plot on Map**.
9) The selected Data Points will be plotted on the map.

You can get directions between the plotted points. Please refer Getting Directions in Map Plotter, for more details. For further filtering the mapped Data Points you can use the draw tool, please refer Applying tools on Mapped Data Points for more details.

Search

To view Data Points belonging to an object you can use the **Search** option. In this option, you can search a string within an object and plot the result on map.

To search a Data Point name:



1) In the Map Plotter app, click **Search** tab.
2) Select the object(s), for which you wish to search the data point name.
3) Type at least 3 characters of the Data Point name and click search
4) A list of **Data Point Name** will be displayed.
5) You can sort the list on **Data Point Name** and **Type** by clicking the arrows.
6) Select the **Data Point Name** that you wish to plot on map.
7) Click **Plot on Map**.

You can get directions between the plotted points. Please refer Getting Directions in Map Plotter, for more details. For further filtering the mapped Data Points, you can use the draw tool. Please refer Applying tools on Mapped Data Points for more details.

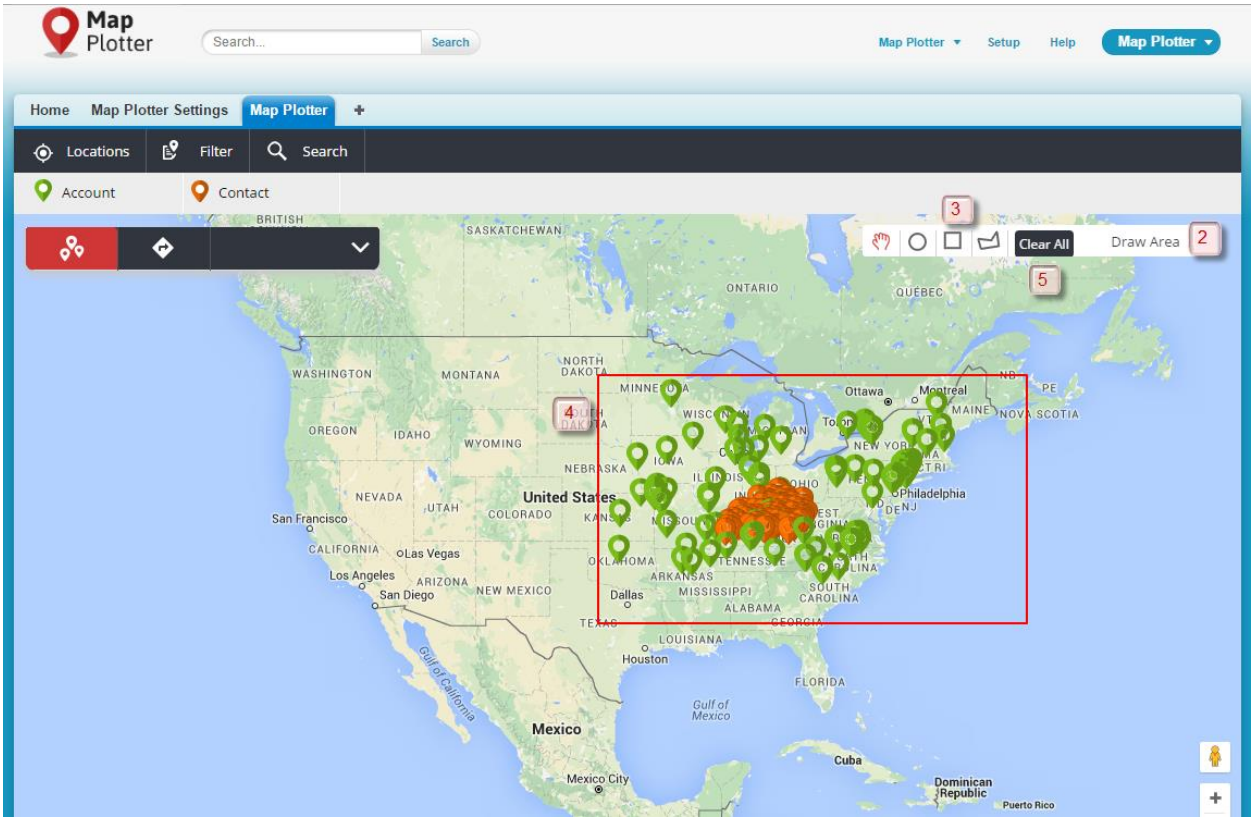
Applying tools on Mapped Data Points

Map Plotter provides you with more options to customize the results and choose the Data Points that you wish to view on the map.

Draw Area Tool

This tool gives option to draw circle, square and polygon shapes to define area of search. Map Plotter shows the Data Points which fall within the selected shape and removes all other Data Points from the map.

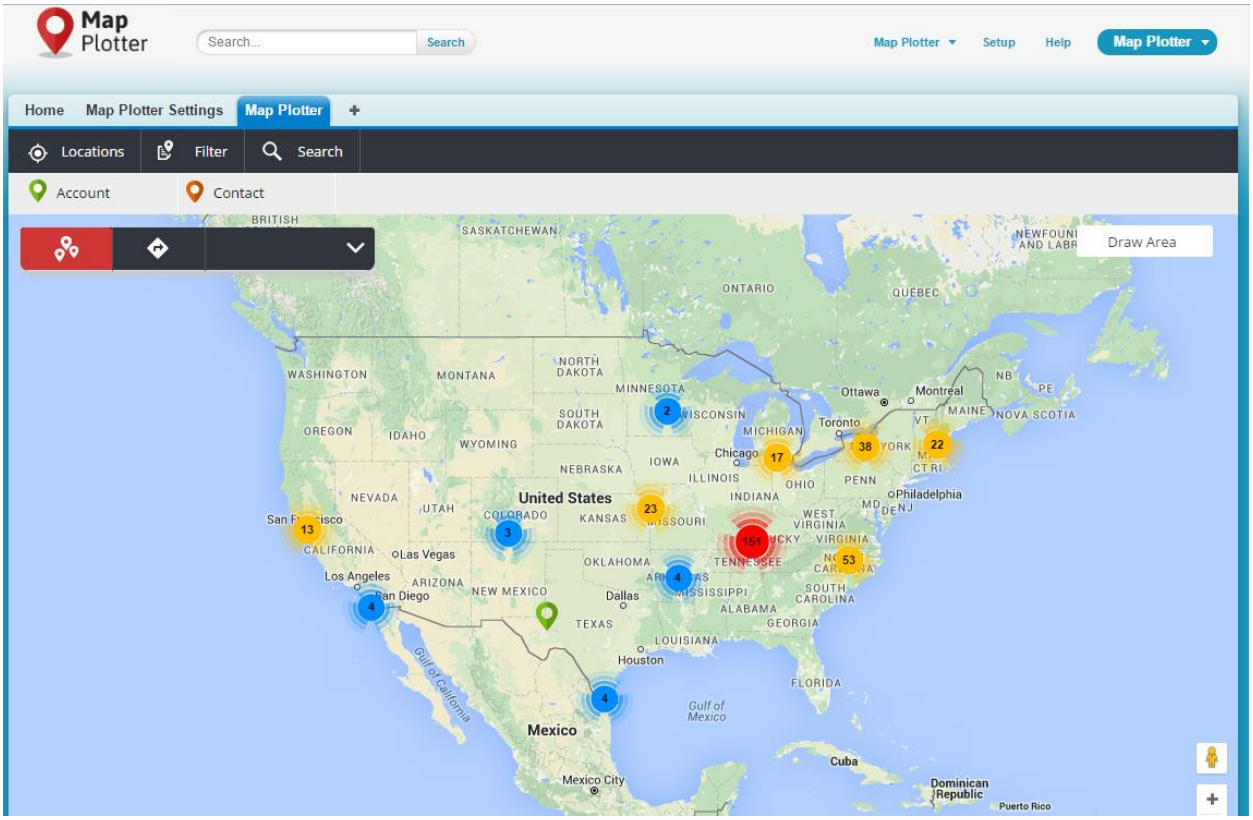
To apply drawing tool:



1) Map Data Points on map. Please refer to Map Plotter Tab for more details.
2) Once you have plotted the Data Points on map, **Draw Area** ribbon will be displayed on the right side of the screen.
3) Click **Draw Area** and then select the shape that you wish to draw on the map from the **Draw Area** ribbon.
4) Draw on the map. Map Plotter will show only the Data Points falling within the drawn area.
5) To remove the search result, click **Clear All** from the **Draw Area** ribbon.

Clusters

Map Plotter groups the map points on a map to ease the accessibility and improve the readability. Clusters show concentration of points in a particular are, Clusters are formed when the search results in more than 200 points on the map.



See Also

- Map Plotter Settings
- Viewing Map Point Information

GETTING DIRECTIONS IN MAP PLOTTER

Map Plotter provides the ability to plot Data Points on the map and get directions between the points. This feature can help you to plan your day's route and execute it to your benefit. You can choose to get the directions between two points or select a single Data Point to get direction from your current location. You can also add destinations to your route plan. Map Plotter has the ability to save the directions into PDF file for future use. You can also opt to print the map for your reference.

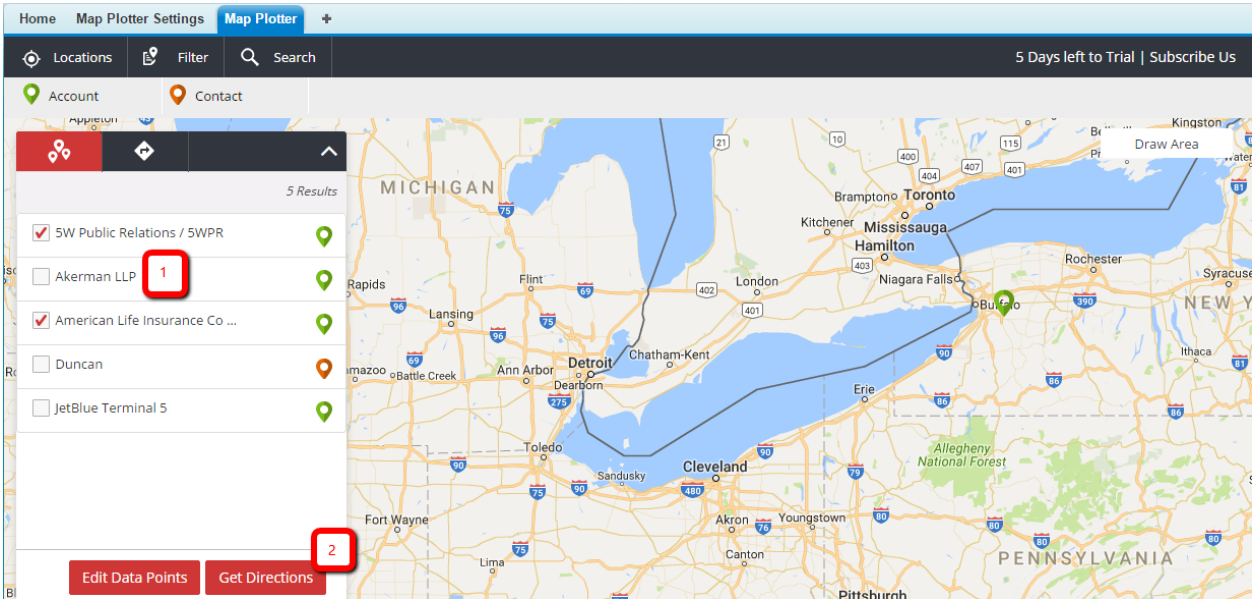
Getting direction between the plotted points

Once the Data Points are plotted on the map, you can get the direction between any two points. To get more details about plotting the points, please refer to Map Plotter Tab.

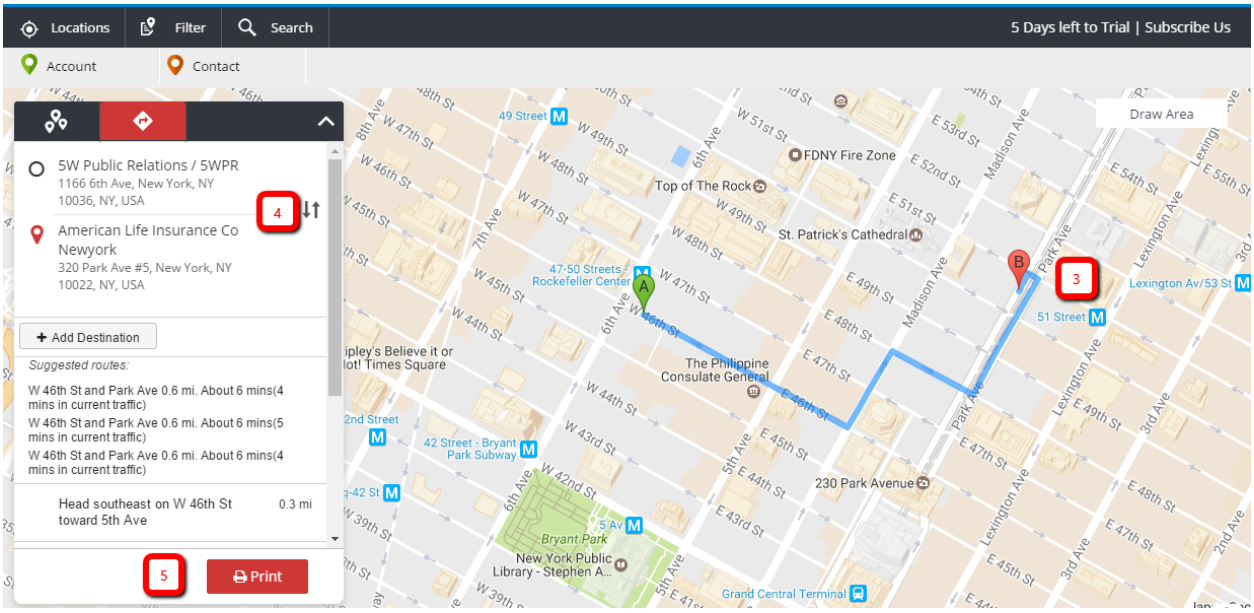
Note:

To get directions, at least one point must be selected.

To get directions between any two points



1) Select the Data Point(s) and plot on map. Select atleast one Data Point from the list to get direction.
2) Click **Get Direction**.



3) The Map Plotter app shows the directions between the selected points.

4) You can swap the source and destination by clicking on the **Swap** icon.

5) Click **Print** to get a hard copy of the route plan.

If you want to add more location(s) to get directions, please refer, Adding Destination in Map Plotter.

Note:

Using standard print selection options, you can save the directions in PDF format.

Adding Destination in Map Plotter

Map Plotter provides the ability to add more than two points to get directions. When adding more destinations, the original destination becomes via point and the newly added point becomes the destination.

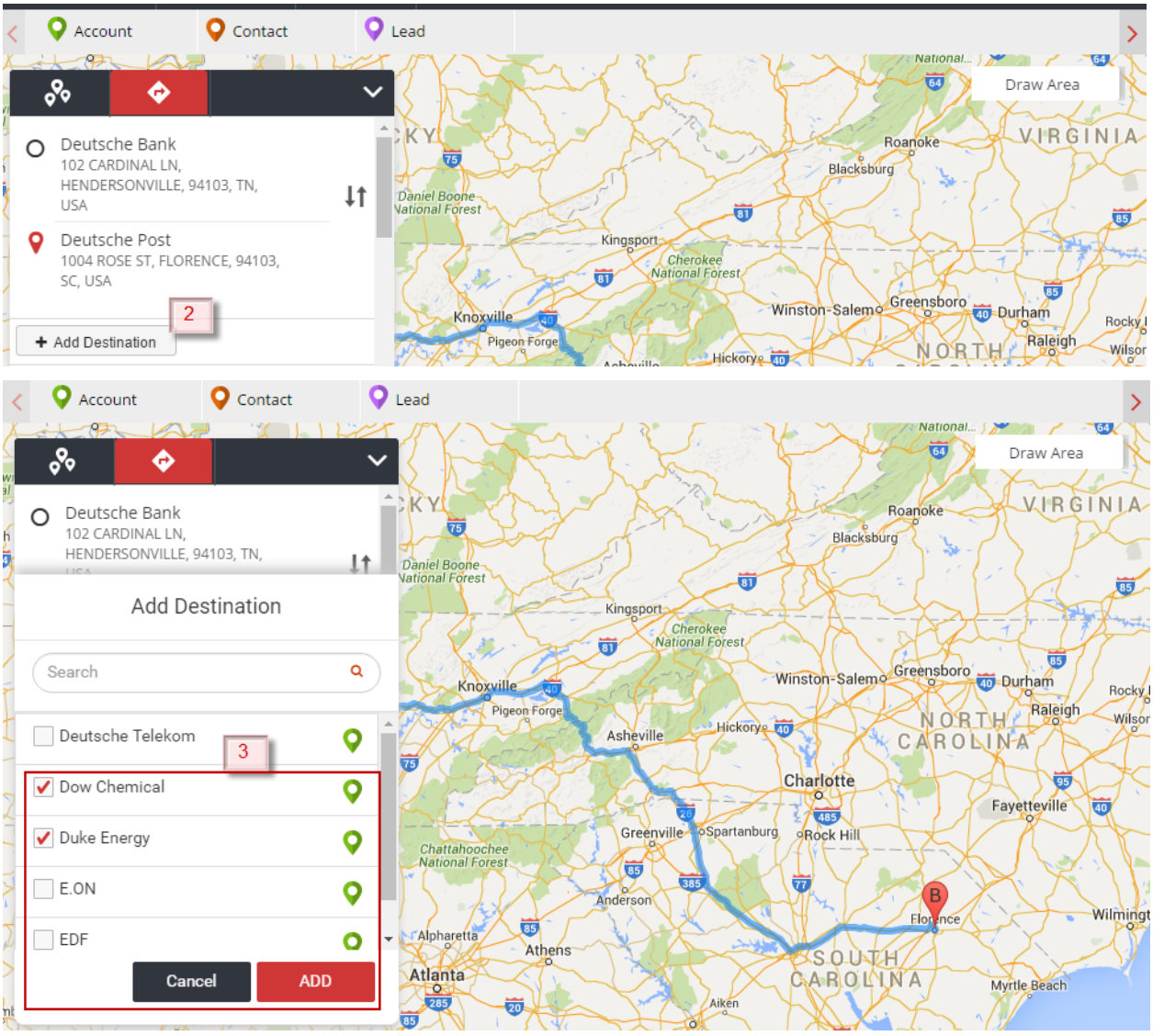
Note:

You can add maximum 8 destinations to your route.

To add a new destination, follow these steps

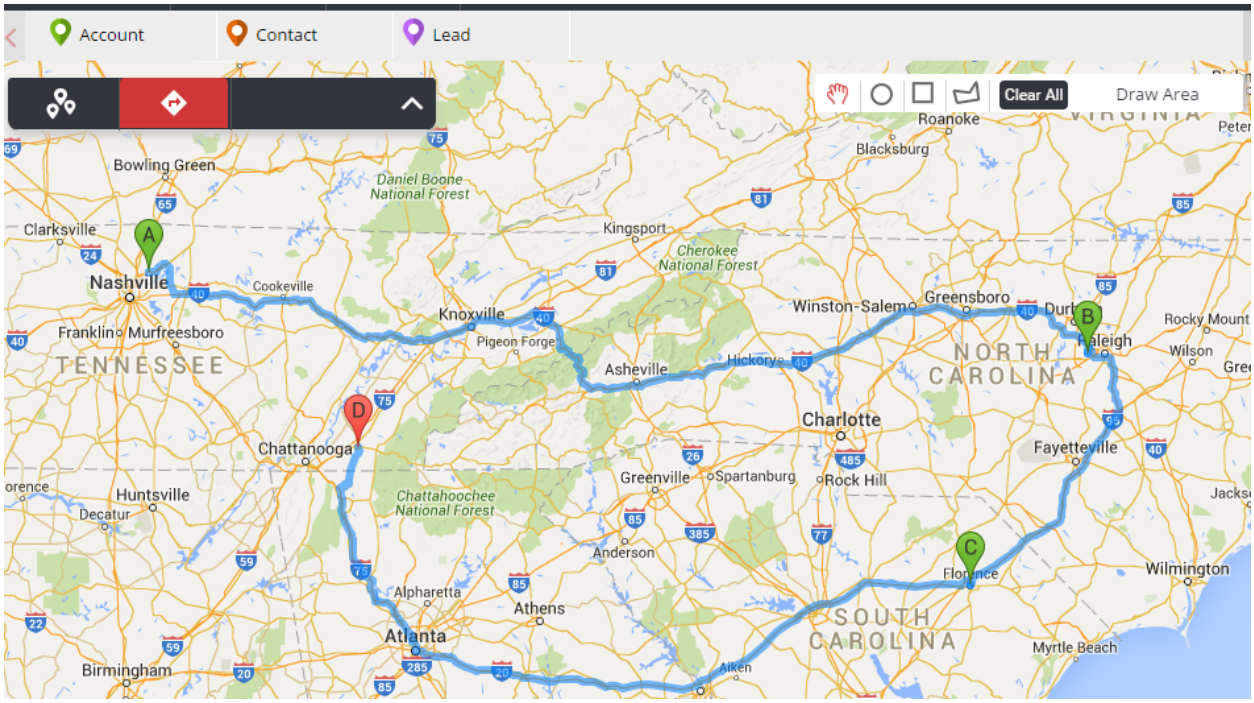
1) Plot at least two Data Points on the map and get direction. For more details, please refer Getting direction between the plotted points.

2) In the list window, click **Add Destination.**



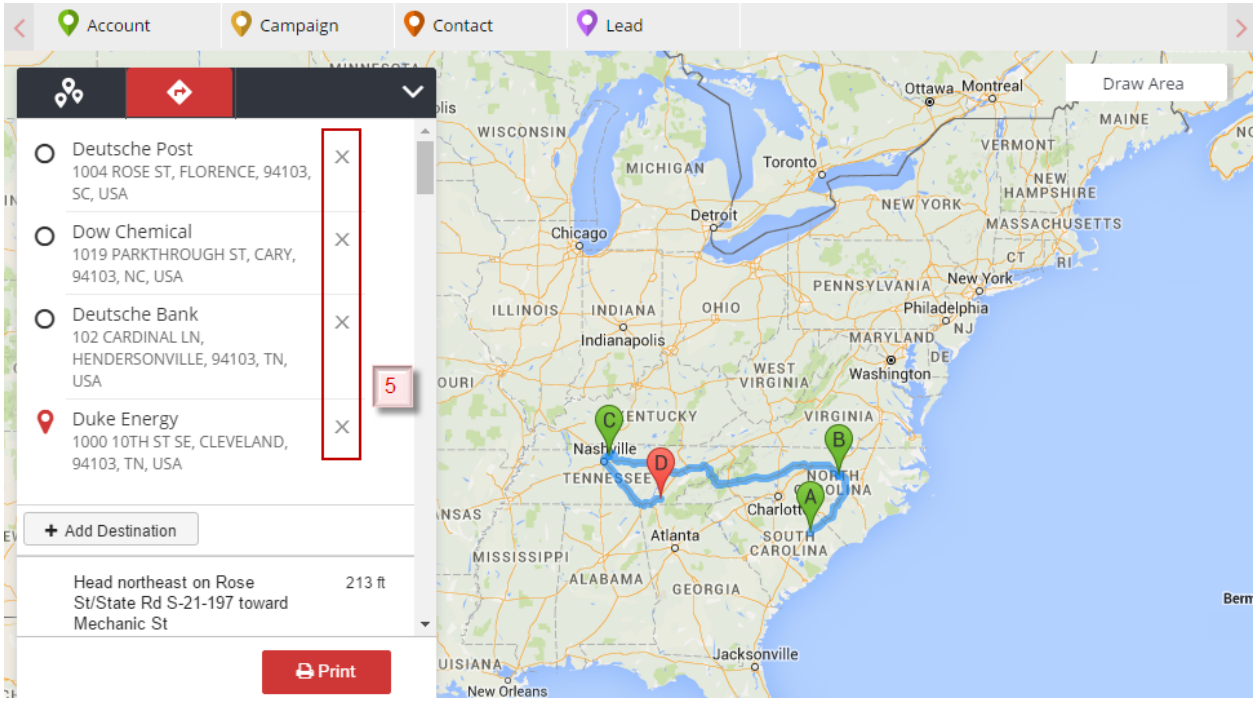
3) Select destination(s) from the list. Click **Add**.

4) Map Plotter will map the points and show the directions between the selected points.



Alternatively, you can drag and drop the map point from map onto the direction panel to add it to the route plan.

5) You can delete selected destinations too. Click **X** besides the mapped Data Points to remove it from the route.



Note:

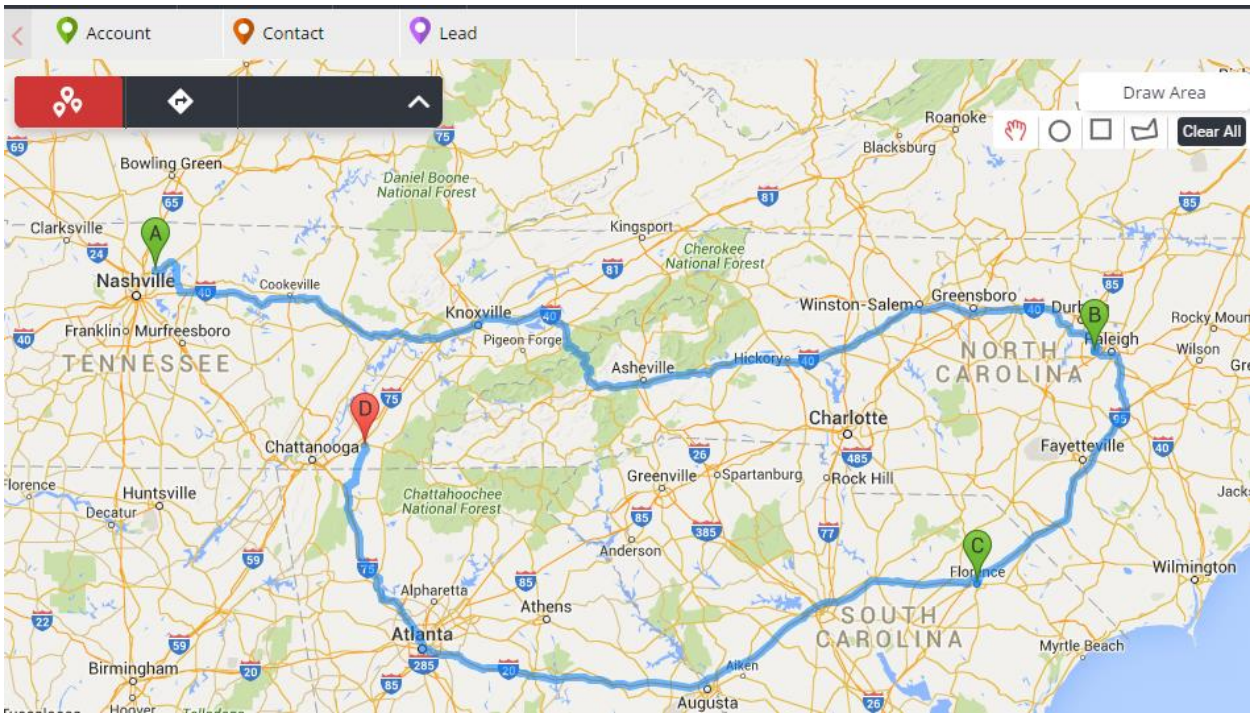
You can add maximum of 8 destinations.

Getting Direction from your current location

Map Plotter provides the ability to get direction to a Data Point from your present location.

To get direction from your current location

1. Plot the Data Point on map. For more details, refer to Map Plotter Tab.
2. Select the Data Point that you wish to get direction to from your current location.
3. Click **Get Direction**.
4. A warning window might pop-up. Click **OK** to confirm that you want to get route to this location from your current location.
5. Map Plotter will show you the direction.



See Also

- Filter

VIEWING MAP POINT INFORMATION

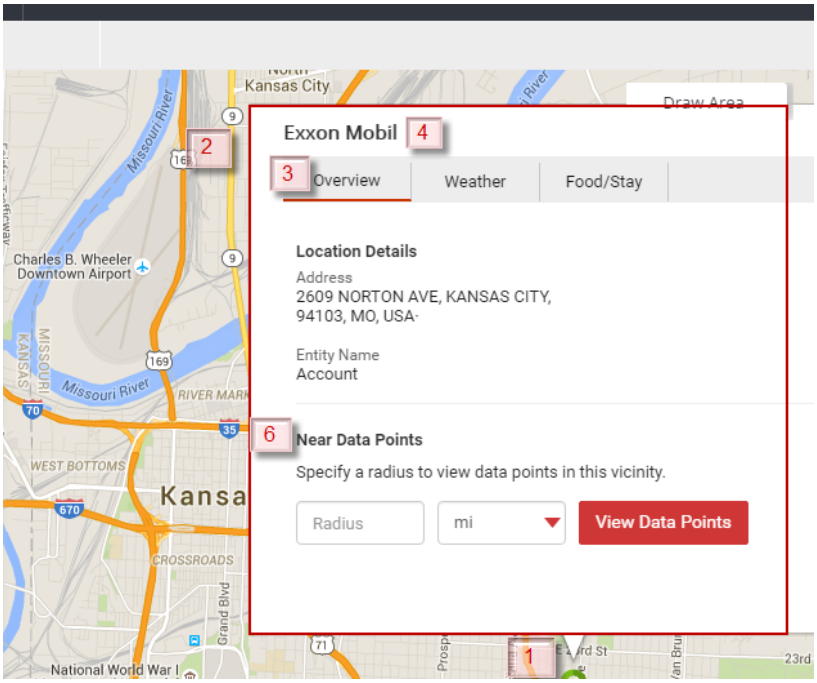
Map Plotter provides following information about a map point,

1) Salesforce information
2) Weather information
3) Food/ Stay information
4) Nearby location information

Salesforce Information

The **Overview** tab in the map point window takes you to Salesforce to view the Overview of the Data point.

To view Salesforce data

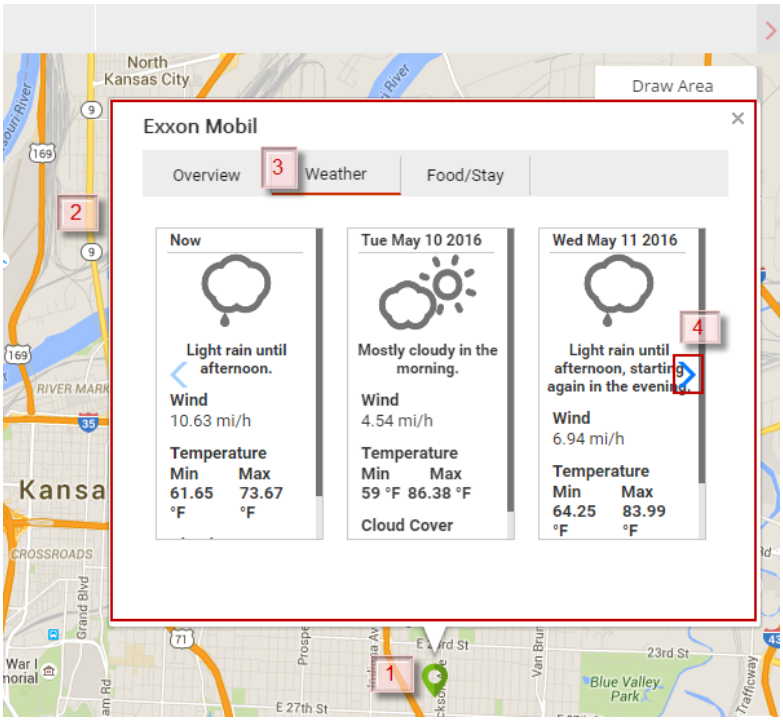


1) Click the Data Point, for which you wish to check the Salesforce data.
2) **Info window** will be displayed.
3) The first tab that you see is the **Overview** tab. It provides the **Location Details.**
4) Click on the header to check the Salesforce information.
5) If you wish, you can edit the Salesforce record.
6) You can view **Data Points** within a set radius from either your current location or the selected Data Point. For more details, refer Nearby Location Information.

Weather Information

Map Plotter provides ability to check the current weather condition and weather condition for next five days.

To view weather conditions

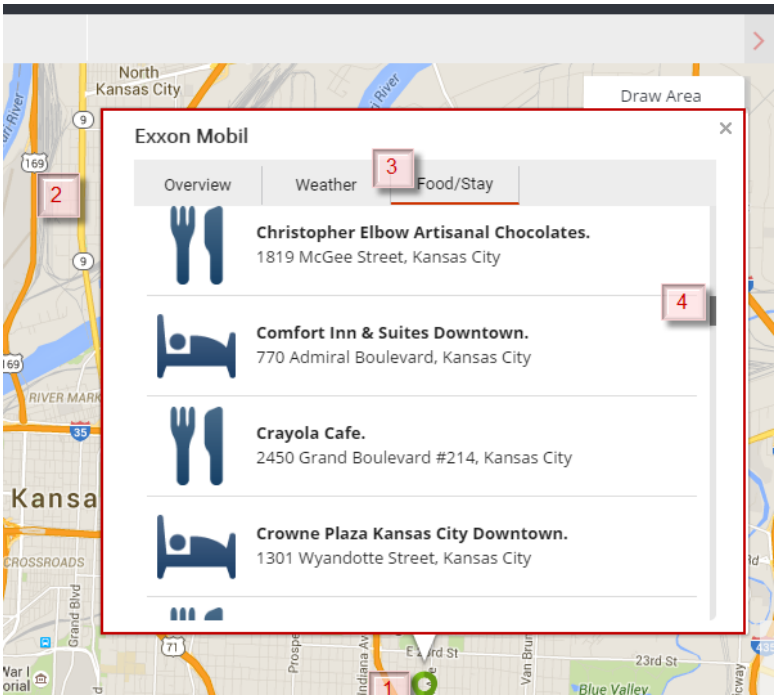


1) Click the Data Point, for which you wish to check weather.
2) Info window will be opened.
3) Click **Weather** tab.
4) You can view current weather and scroll right to view weather for next five days.

Food/Stay Information

The **Food/Stay** tab shows a list of nearby places.

To view the Food/ stay information for a record

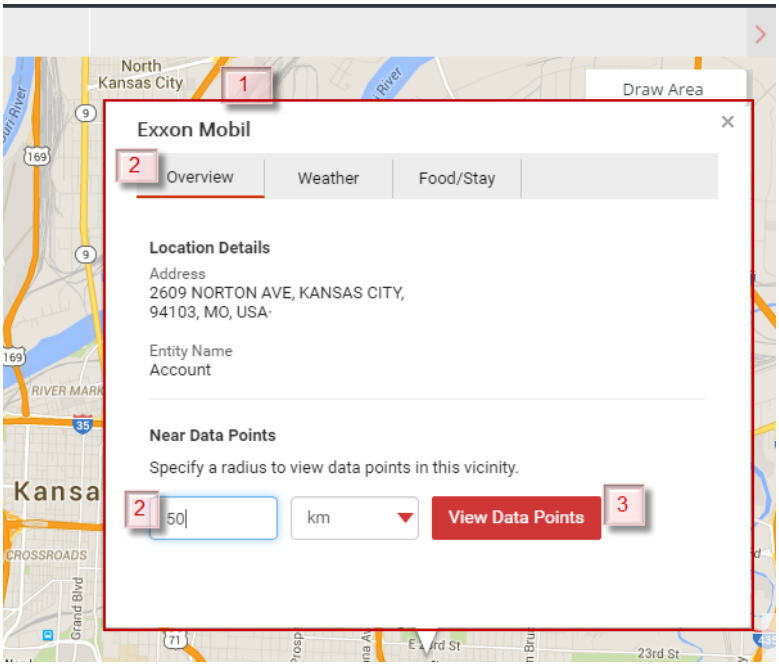


1) Click the Data Point, near which you can to check food and stay option.
2) **Info window** will be displayed.
3) Click **Food/ Stay** tab.
4) It will show a list of available options. You can scroll up and down to check the options.

Nearby Location Information

You can find Data Points located within a defined radius of the selected Data Point on map.

To locate Near Data Points



1) Open the **info window** of the Data Point. For details on how to open the info window, please refer Viewing Map Point Information.
2) In the **Overview** tab, select the **Radius** and unit of distance (*mi* or *Km*).
3) Click **View Data Points**.
4) Map Plotter will show all the Data Points falling within the set radius.

See Also

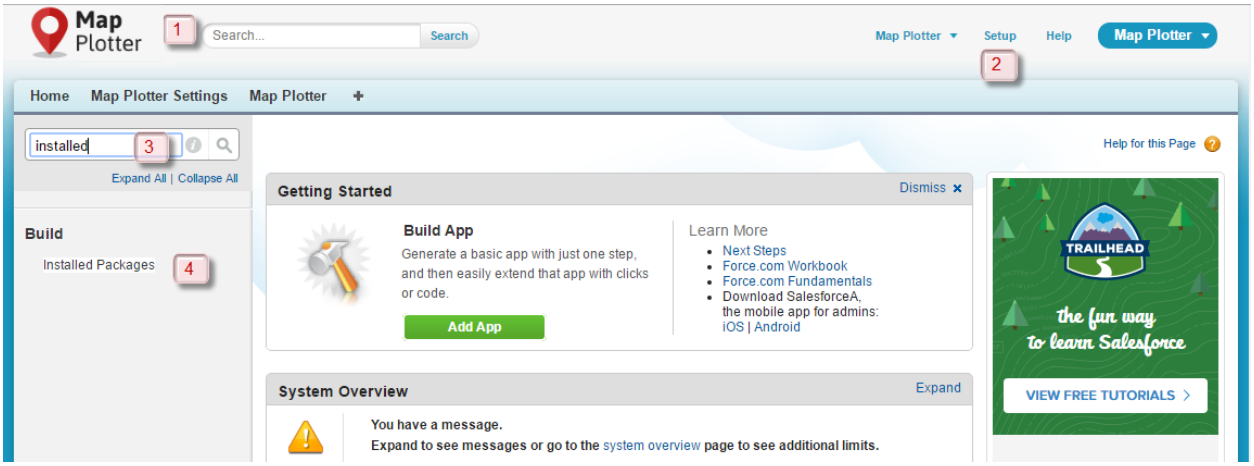
- Map Plotter Settings
- Map Plotter Tab

UNINSTALLING MAP PLOTTER

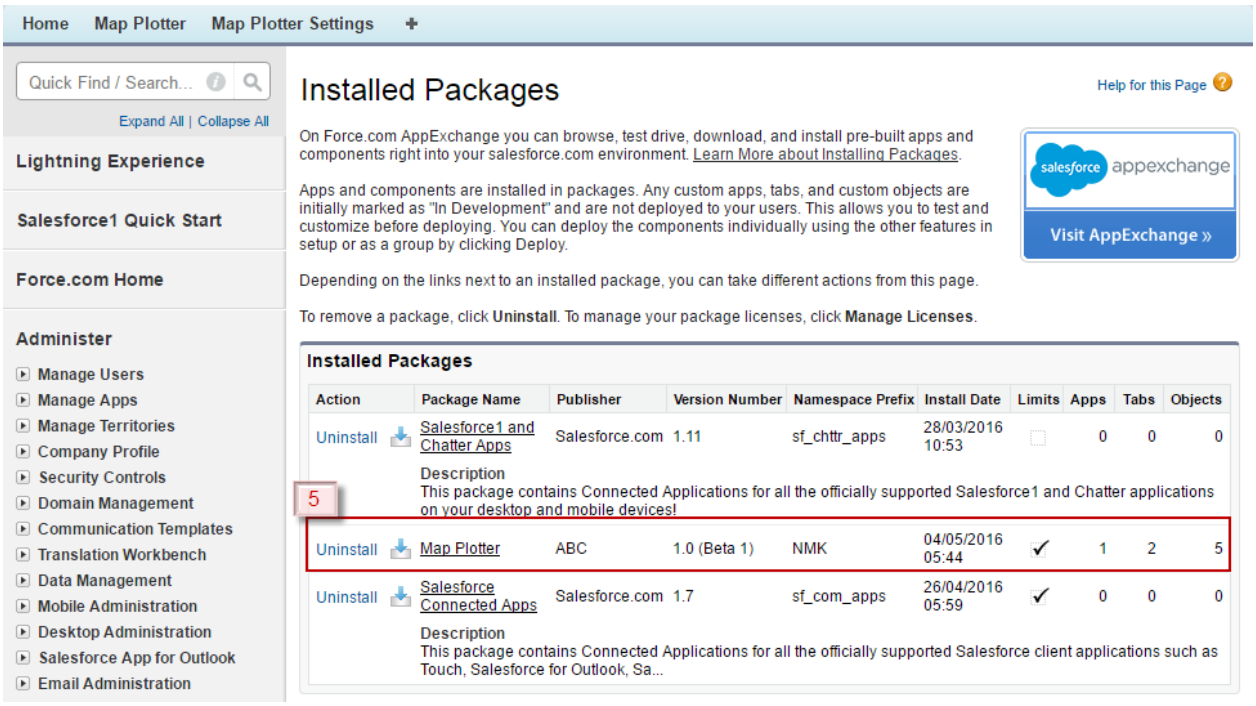
Note:

APEX Triggers should be disabled or deleted before starting the uninstallation process.

To uninstall the Map Plotter application

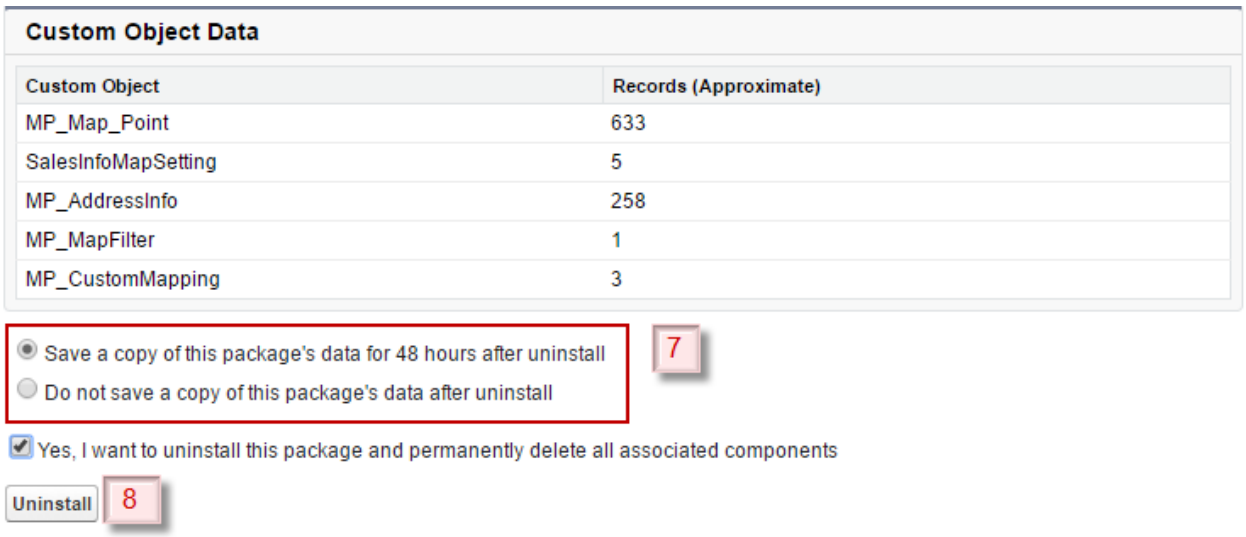


1) Login into your Salesforce org.
2) Click **Setup**.
3) In Quick **find/Search** look for *Installed Packages*.
4) Click **Installed Packages**.



5) It will show the list of installed packages. Click **Uninstall** next to the **Map Plotter** package.

6) It will show all the package components, custom objects that will be uninstalled. Verify all the components before proceeding.



7) Select an appropriate option as per your requirement.

8) Click **Uninstall**.

9) The **Map Plotter** package will be uninstalled.

See Also

- Overview
- Map Plotter Settings

TROUBLESHOOTING

General Errors and fixes

Sr.No	Error Description	Reason	Fix
1.	There are no Objects / Records / Map points listed in the list view and you see an error message saying "No Data Available."	1. Invalid API key entered. 2. Custom objects are not mapped. 3. Fields for the custom objects are not valid. 4. Custom / Standard objects are not successfully geocoded.	1. Generate a valid API key and reenter. Refer Setting API Keys. 2. Map custom objects and retry. Refer Geocoding the mapped object 3. Check the custom object mapping and make sure the fields are correct and have data. 4. Check the geocoding reports to make sure the objects you are looking for were geocoded successfully. The status should not

			be failed or pending. Refer Checking Geocoding Reports.
2.	You do not find the custom object that you have created, to geocode.	Map Plotter is unable to search the custom object.	When creating a custom object select *allow search* in the search status. Refer Allow Search selection.
3.	You get an error message "Something went wrong", when trying to execute a Filter.	1. Comma is used in currency field while creating a Filter. 2. Date format used in the query criteria is not correct. 3. Special characters are used in the query.	1. Check the Filter that you are trying to execute. Make sure that no Commas are used in the currency field. Example: Use 100000 instead of 1,00,000. 2. Verify that the date format used for queries is YYYY-MM-DD. 3. Make sure there are no special characters used in the queries.
4.	You are unable to geocode object(s) using Map Plotter.	1. You may have exceeded the **Daily Quota**, that you can geocode. 2. Mapped fields may not be of the right data type.	1. Open **Google API Manager** from **Map Plotter Settings**. Check the **Usage.** It might have exceeded the **Daily Quote** available to you. If this is the case, you can wait for the quota to be refreshed.. For more details, please refer to Setting API Keys. 2. Verify that the datatype used for the mapping fields is *string*.
5.	In Safari browser, Map Plotter is unable to retrieve data.	Map Plotter does not have access to cookies and website data.	Correct the Safari browser settings to always allow access to cookies and website data. For more information, please refer to Safari Specific Browser Settings.

Error messages and description

S.No	Error Message	Fix
1.	Invalid Google API key. Please verify the key and try again.	Check the Google API key that you have entered. Make sure that it is valid and re-enter.

2.	Select at least one object to save.	Select **Object** to map fields and then click **Save**.
3.	Please select Entity Name.	Select **Entity Name** and then click **Save**.
4.	Please select City Name.	Select **City Name** and then click **Save**.
5.	Please select Street Name.	Select **Street Name** and then click **Save**.
6.	Please select State Name.	Select **State Name** and then click **Save**.
7.	Please select Country Name.	Select **Country Name** and then click **Save**.
8.	Please select Postal Code.	Select **Postal Code** and then click **Save**.
9.	This field has already been selected.	Make sure that the **Map Field** that you are selecting is not selected already.
10.	You have already added Ten Custom Objects.	Map Plotter allows maximum of 10 objects to be mapped. Verify and cleanup the objects that you have mapped.
11.	Are you sure? Custom mapping for **Group** will be deleted.	This is a confirmation message to make sure that you really want to delete the mapping. If not, click outside the information box.
12.	No Data Found	You are trying to find records in object(s) which are not geocoded. Check and start geocoding from the **Setup Custom Mapping** tab for the object that you are trying to view result for.
13.	Select at least one City to continue.	This is an Alert message. In the **Select Location** window select at least one city before

		clicking **Next**.
14.	Select a source and a destination.	In the Map Plotter tab select at least two Data Points before clicking **Get Direction**.
15.	Do you want to get the route to this location from your location?	This is an alert message. If you want to get direction to the selected Data Point from your current location click **OK**.
16.	Directions Not Available.	If google maps is unable to find the direction between the selected Data Points this message will be displayed. Verify the selected Data Points and then click **Get Direction**.
17.	Select a point as new destination to continue.	From the **Add Destination** list select at least one Data Point and then click **Add**.
18.	You can add only 8 destinations.	You have reached the maximum limit of destinations that can be added. Verify and remove few Data Points before adding new destination.
19.	The maximum number of destinations has been reached.	You have reached the maximum limit of destinations that can be added. Verify and remove few Data Points before adding new destination.
20.	Please Enter Name.	Check the **Query Name** field. Give a unique identifiable name before clicking **Save Filter**.
21.	Enter a valid radius.	In the map info window enter the value of radius and unit before clicking **View Data Points**.

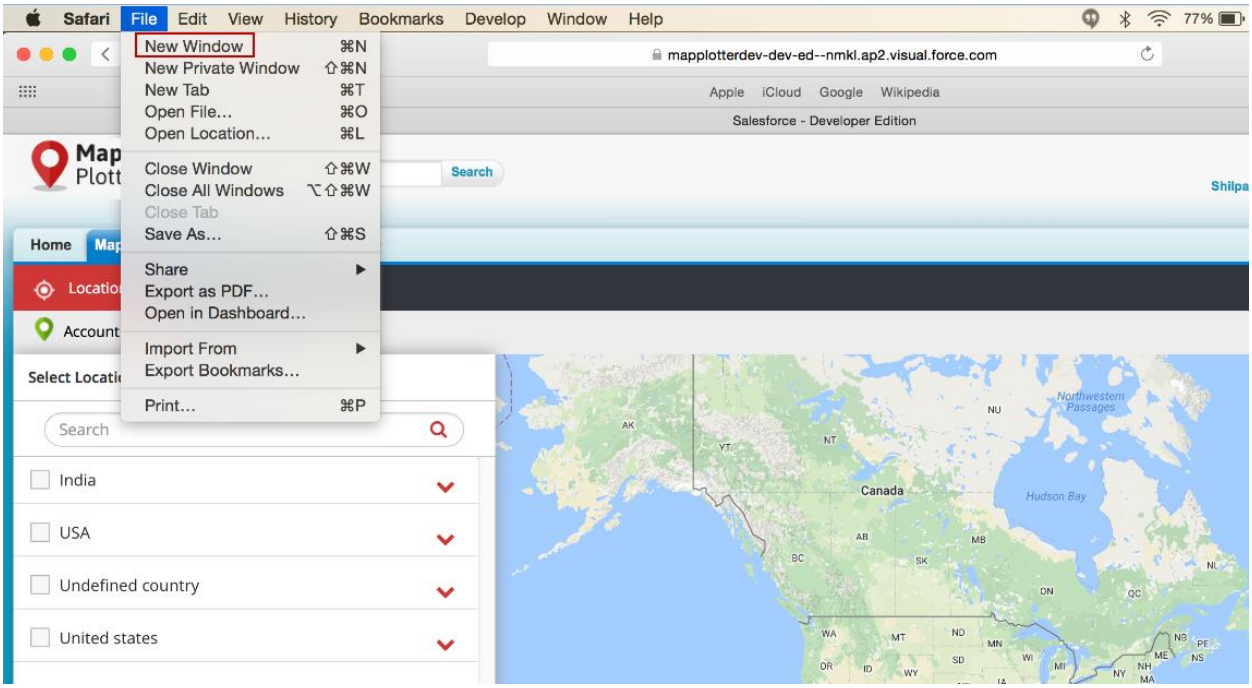
22.	No Objects Mapped.	Add Objects from **Map Plotter Settings** tab before going to **Map Plotter** tab.
23.	No objects added.	Add objects from **Setup Custom Mapping** tab and then go to **Reports** tab.
24.	No data available	Add objects from **Setup Custom Mapping** tab, geocode the object and then go to **Reports** tab.
25.	Geocoding in Process. Check after some time.	Geocoding for the object has started, the results will be available in sometime. Wait for couple of minutes before checking again.
26.	Select at least one Custom Object to continue.	In **Search** tab select at least one object before clicking search.
27.	Enter a keyword.	In **Search** tab enter at least 1 search character before clicking search.
28.	Enter a valid search term.	In **Search** tab do not enter special characters in the search field. Only characters are allowed.
29.	No results found.	In **Search** tab select successfully geocoded object(s) to search Data Point.
30.	No records matching query condition.	Verify the plot filter criteria that you are trying to execute. Check the filter conditions and filter logic to make sure that you have valid records.
31.	Local Storage not available.	Map Plotter is unable to access your local storage. Verify that the Safari browser is opened in Normal

		Mode. Do not open it as *New Private Window*.

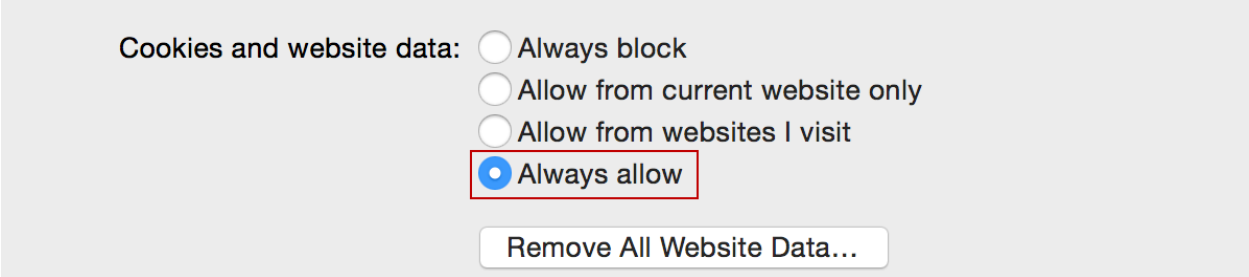
Safari Specific Browser Settings

It is very important to check the following settings before using Map Plotter in Safari:

1) Open the Safari browser in *Normal Mode*.



2) Use the following Safari settings in **Preferences**.



DEVICE AND BROWSER REQUIREMENTS FOR MAP PLOTTER

Browser	version	Platform	Resolutions
IE	11+/Edge	Desktop (Windows)	Any
Chrome	43+	Desktop (Windows)	Any
Firefox	32+	Desktop (Windows)	Any
Safari	6.0/8,0	Desktop (Windows)	Any
iPhone4 – Default Safari Browser/Good Access	Mobile Safari 6.0	iOS 8.2	640 * 960 (Landscape and Portrait)
iPhone5 – Default Safari Browser	Mobile Safari 6.0	iOS 8.2	640 * 1136 (Landscape and Portrait)
iPhone6/6+ – Default Safari Browser	Mobile Safari 6.0	iOS 8.2	750 * 1334 (Landscape and Portrait)
iPad mini			
iPad3 - Default Safari browser	Mobile Safari 6.0	iOS 8.2	2048 * 1536 (Landscape and Portrait)
Android Phones -Google Chrome	4.4 and above	Android Phone	• Xlarge screens are at least 960dp x 720dp • Large screens are at least 640dp x 480dp • Normal screens are at least 470dp x 320dp • Small screens are at least 426dp x 320dp
Android Tablets - Good Access	4.4 and above	Android Tablet	1024 * 600/1280*800 (Landscape and Portrait) – Samsung Tab2
Nokia Lumia 1020 and HTC 8X phones- Microsoft Internet Explorer 11	windows 8.1 update	windows phones	• 480 × 800 • 768 × 1280 • 720 × 1280 • 1080 x 1920
BlackBerry Z10 phones - BlackBerry Browser	BlackBerry OS 10.2 or later		
BlackBerry Z30 phones	BlackBerry OS 10.2.1.3175 or later		