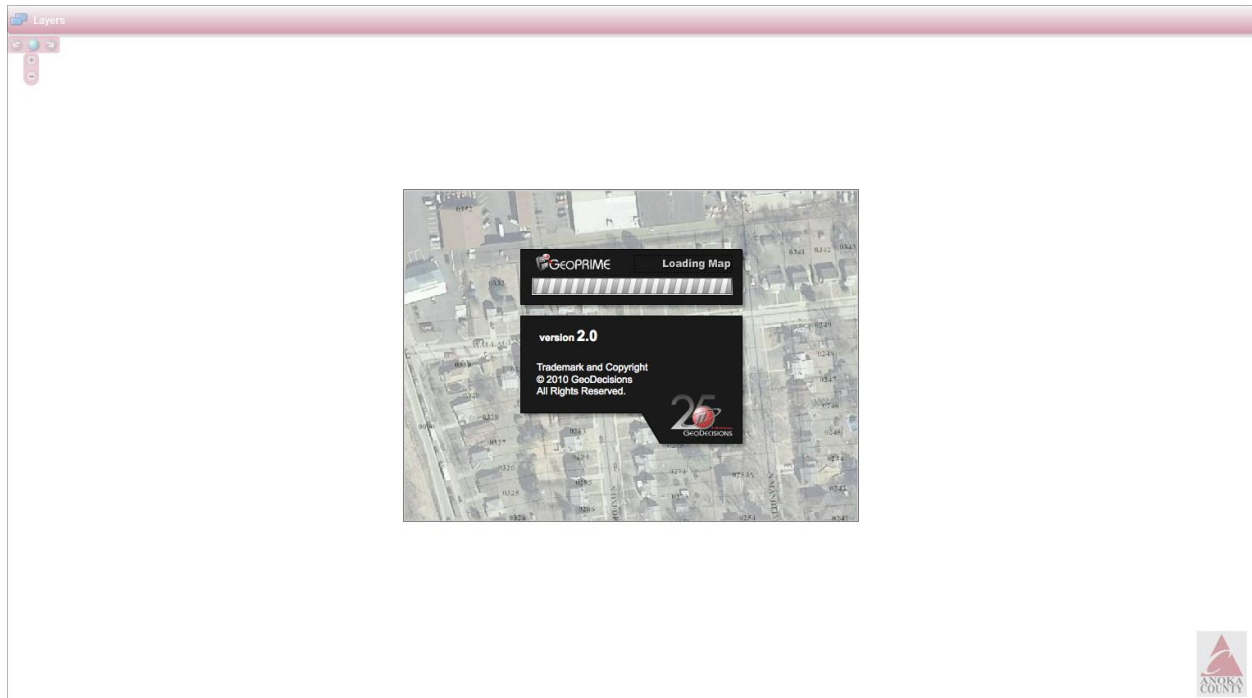


# Anoka County GIS Property Search Application

## Issue: Website stalls at “GeoPrime Loading Map” screen

If the application hangs up on the screen below when launching the Anoka County Property Search site (<http://gis.anokacountymn.gov/>), try these steps:



**Upgrade Adobe Flash** by going to <https://get.adobe.com/flashplayer/otherversions/> and choose your operating system (Step 1) and browser version (Step 2). If you're using Internet Explorer (IE) make sure you download the Flash Player for that browser. Restart the computer and try accessing the site again.

**Change or Upgrade Your Web Browser** if you're not using the most current version. You can download the newest version of Internet Explorer (IE) at <http://windows.microsoft.com/en-us/internet-explorer/download-ie> or the newest version of Firefox at <http://www.mozilla.org/en-US/firefox/new/>. Your browser may be upgrading itself automatically depending on how you configured it when you installed it so this step may not be necessary.

Google Chrome and IE 10 (or newer) come with Adobe Flash integrated in the browser so you will not need to download the Adobe Flash plugin separately. Both browsers will automatically update the integrated Flash player as new versions come out so you're always up to date.