MAG Frequently Asked Questions

Why don't forecast loops work on my browser?

The looping mechanism works by downloading a list of images to a Flash based applet which is downloaded to the client (browser).

Flash is not supported on all operating systems or by all browsers. 64 bit Linux platforms have no Flash plugins or environment available. 64 bit versions of Windows are not supported officially by the Adobe Flash Plugin, however, a Beta version does exist for download from Adobe Labs site, though it is not guaranteed to work in all cases.

Installation instructions for supported platforms are available here:
http://www.adobe.com/products/flashplayer/productinfo/instructions/

Check for installation and proper operation of Flash components here:
http://kb2.adobe.com/cps/155/tn_15507.html

The mechanism for animations is fairly simple. Static gif images are downloaded to the client, and then displayed by the Flash based applet, which is also downloaded to the client. As long as there is sufficient storage, and the necessary permissions, and if Flash is working correctly, then loops should work as well.

There have been some reports of problems after upgrading policy settings in Internet Explorer 8, and upgrading to Internet Explorer 9. We have been unable to reproduce these problems, nor have we been given enough information to help troubleshoot these problems effectively. If you experience a problem, please try to be as specific as possible when describing the problem to us.

The following article has information on clearing the browser's cache for a number of different browsers:
http://www.bnl.gov/itd/webapps/browsercache.asp

If you experience problems while using the Model Analysis and Guidance web site, please let us know. We test as much as possible, but it is not possible to test every operation on every browser and every Operating System. If you experience a re-occurring problem, please try to send us as much detail as possible surrounding the problem, what exactly happened, and the steps to reproduce the problem. We will try to address the issue or acknowledge its existence in this section.