

## **MRS Monitor Map Tip: Script Errors and Browser Compatibility**

### **Introduction**

Media Relay System is a set of hardware and software components designed by Infodraw Ltd to transfer video, audio and location from a mobile device through a server to a monitoring application. The MRS Monitor Application works on Microsoft Windows platforms, plays video, audio and displays the location of the mobile device on a map. The map is not entirely a part of the MRS Monitor software package. It is rather a web page, a JavaScript program and Microsoft Internet Explorer Active-X control that use a provider's public internet servers to display the geographic map.

### **Script Errors**

Sometimes users of the MRS Monitor experience script errors when the application opens a window for displaying a geographic map. These script errors are bugs in the program that shows the map. Most of these bugs are a result of compatibility issues between the current program that shows the map and the compatibility version of the browser, which is Microsoft Internet Explorer (IE), and cannot be changed to a different browser such as Chrome or Firefox. For this reason, users of non-supported versions of Windows, such as XP, must use a map provider that offers, at least at the time this document is written, an old IE browser compatible website – Open Street Map.

### **Browser Compatibility Version**

The browser compatibility version of an IE Active-X control depends on registry settings for the application that uses it. If no registry settings exist for this application, the default version will not be the latest IE version installed on Windows, but rather a very old version, one which will most likely not be supported by most current map provider websites.

### **Use Latest IE Compatibility Version**

In order to avoid these compatibility problems by setting the registry, users of the MRS Monitor Application should perform the following actions once after monitor software installation and every time they upgrade the IE browser. Under “Help” menu, select “Browser Compatibility” item. Then in the new window click on “Set” and “Quit”. Changes will take place after restarting the MRS Monitor Application. Users of the Location History Viewer should perform the same actions for this application as well.