

TROUBLESHOOTING

Sometimes things go wrong. If you've followed the instructions and you're still having issues, you might find your answer in our Troubleshooting section.

At the bottom of this page, you'll find links to entire troubleshooting articles, and also any articles that contain troubleshooting content.

System down?

Nearmap reports the health of all our production systems on our **Service Status page**: <http://status.nearmap.com>

We publish the details of any incidents with our production services on that page. We provide regular updates on any production incidents until they are resolved. We also announce any planned maintenance activities on our status page.

We encourage you to subscribe to updates on our status page, so that you receive an email for all updates on production incidents and planned maintenance. To subscribe for updates, click on the **SUBSCRIBE** button at the top of the status page.

SUBSCRIBE

All Nearmap Systems Operational

Updated a few seconds ago

ArcGIS Online

Australia US New Zealand

Operational

Admin ?

Australia US New Zealand

Operational

API

Australia US New Zealand

Operational

MapBrowser

Australia US New Zealand

Operational

Product Documentation

Australia US New Zealand

Operational

Metrics

Today

Week

Month

Admin API

100.00%

Still no joy?

If the our documentation does not answer your questions, please submit your inquiry as a **support request**.

[SUBMIT A SUPPORT REQUEST](#)

Our support team will get in touch to answer your query.

Our support hours are:



9am - 5pm AEDT



9am - 5pm MST

[LEARN MORE](#)

Concerned about our imagery and your privacy?

This article explains the level of detail detected in our imagery.

[Your Privacy and Nearmap Imagery](#)

The following articles contain troubleshooting content

- [Capturing Network Traffic](#) (Product Documentation)
- [MapBrowser Login Loop](#) (Product Documentation)
- [MapBrowser Loads With the Wrong Basemap](#) (Product Documentation)
- [Export 3D](#) (Product Documentation)
- [Settings or Map Position are not Saved in Classic MapBrowser](#) (Product Documentation)
- [Classic MapBrowser Interface Issues](#) (Product Documentation)
- [Clearing Browser Cookies and Cache](#) (Product Documentation)
- [Trouble Accessing Nearmap](#) (Product Documentation)
- [Street View Issues in MapBrowser Classic](#) (Product Documentation)
- [Elevation profile not displaying in MapBrowser Classic](#) (Product Documentation)
- [Providing Browser and System Information to Nearmap](#) (Product Documentation)
- [ArcMap - Printing Nearmap WMS Imagery to PDF](#) (Product Documentation)
- [Missing imagery and survey boundaries](#) (Product Documentation)
- [Turning on JavaScript & JavaScript Errors](#) (Product Documentation)
- [WMS Images not Updating Over Time](#) (Product Documentation)