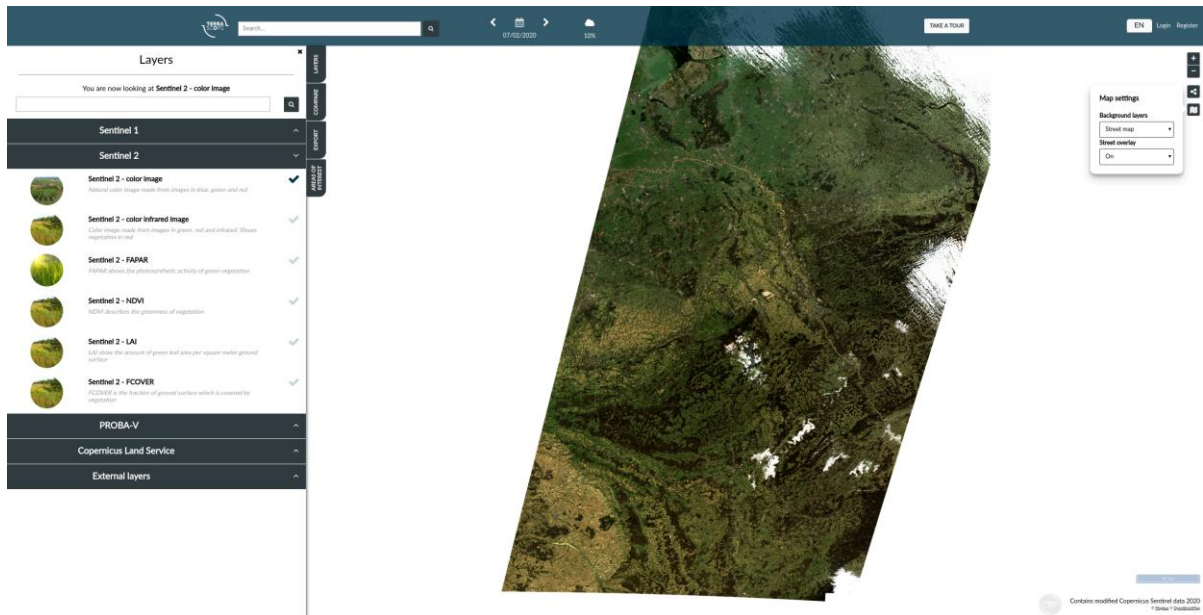


Symptom

Opening the TerraViewer does not display the background layer



Causes

- Mapbox API calls are blocked by tracking blocker software

Solution

Mapbox API calls are blocked by tracking blocker software

The mapbox API requires an API key in order to load the background layers for the TerraViewer. When the viewer is used in combination with tracking blockers, such as Ghostery, this API key is removed from the original requests. This results in a blank background layer.

In order to prevent this behaviour from happening it is important to disable the blocker with regards to the MapBox requests. In the case of Ghostery, this can be done by opening the Ghostery extension in your browser and trusting the Mapbox rule.

