

EnergyMap - Troubleshooting Tips

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Tanks are Missing

- Check the filter settings. It may be possible a filter is turned on preventing certain tanks from displaying.
- Review the tank layers. A tank layer may be unchecked.

Scheduled Routes did not Write to Energy Force

- Always select the **Commit Layer Changes** icon after scheduling tanks for delivery.

Route Boundary Lines did not Save when Created or Modified

- Always select the **Commit Route Boundary** icon after creating or editing a boundary.

Map Suddenly Closes

- This may be a licensing issue. Contact SSI if the map will not reopen.

Map Layers Disappeared

- Close EnergyMap and reopen. If the layers are still not present, it may be a permissions issue. Contact SSI Support.

Detail does not Display when a Tank is Selected

- Make sure the appropriate tank layer is selected.