When I try to access using Firefox, the left side menus never appear and a small orange triangle appears in the upper right side of the screen.

Symptom

• When attempting to run a standard report in WorldShare Analytics, the left navigation does not appear.

Applies to

• WorldShare Analytics

Resolution

Browser extensions or add-ons can prevent the left navigation from appearing. For example, the browser add-on uBlock Adblocker can cause this behavior.

You will need to modify the setting of such add-ons to whitelist WMS Analytics or disable the add-on.