

## geo-location issues?

Posted by canadareic - 2013/01/05 06:07

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hello

We started to work with geo-locations and unfortunately is not working correctly.

I activated maxmind key for cities ,( and query is recorded on their portal - working)  
but if any geo-location setting is enabled and website is using any city , country ( local or from maxmind key) is always redirecting to master website.

I tested with different proxies, asked friends from different countries and is always same result.

what are the troubleshooting steps?

Thank you

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## Re:geo-location issues?

Posted by canadareic - 2013/01/05 06:16

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I confirm same issues are also related to changed  
User agent

All websites having extra configurations added are redirecting to master website

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## Re:geo-location issues?

Posted by edwin2win - 2013/01/05 13:07

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When you setup a specific geo-localisation, ensure that you also have a slave site that correspond to a default rendering.

Otherwise, if the geo-localisation does not match and any slave site definition contain a default rule (no geo-localisation) then this is the master website that is displayed.

In the settings menu, you can enable the logs for the geo-localisation.

This would help you identifying how the rules are processed and what might be wrong.

You can also enable the log for the browser feature detection.

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## Re:geo-location issues?

Posted by canadareic - 2013/01/06 22:21

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OK

I think having samples , videos of basic and more complex configuration of geo and agent would be perfect.

I went and read entire

Documentation

[http://jms2win.com/en/component/docman/doc\\_download/29-users-manual-version-13](http://jms2win.com/en/component/docman/doc_download/29-users-manual-version-13)

watched all new videos and found only 13b is briefly mentioning the concept of Geo implementations

Also there is ( I guess ) one mention about geo in the forum

<http://jms2win.com/en/forum/23-general-questions/10584-jms-with-geo-localisation#10591>

I verified and created log files in settings as mentioned

I see only //\_site: www

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