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

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

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

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

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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