kayako

Department: Apps Support
Full Name: Duard Botha
Email: duard.botha@mweb.co.za
Your Question: Hi. I have the following problem: I am using the Namecheap Website Builder to create a site called www.botha.services. I am trying to add Google Maps. I have entered Google maps API AIzaSyCmUAzZRI0Nri2oPTNsf--zsmjPbNLoh2g and saved it. Not working
Operator: Max Serdyuk

09:52 **Your Question: Hi. I have the following problem: I am using the Namecheap Website Builder to create a site called www.botha.services. I am trying to add Google Maps. I have entered Google maps API AIzaSyCmUAzZRI0Nri2oPTNsf--zsmjPbNLoh2g and saved it. Not working**
09:52 **Please wait and one of our operators will be with you shortly.**
09:52 **You are now chatting with Vyshak Vijayakumar (Domain CS) - Apps Support**
09:53 Vyshak Vijayakumar: Hello Duard! Thank you for contacting Namecheap Live Support!
09:53 Duard Botha: Hi Vyshak
09:54 Vyshak Vijayakumar: Thank you for the domain name. Please allow me a few minutes to check it.
09:56 Duard Botha: https://www.botha.services/Contacts/ is where my problem is. Some more info: As you can see in the source code for your website at https://www.botha.services/Contacts/, the API key being used ends with o8aM. The API key associated with your project strong-impulse-267814 ends with oh2g and is the one you should be using.
09:56 Vyshak Vijayakumar: Would you please provide me with: 1) your Namecheap username and 2) your Support PIN? You can find your Support PIN at https://ap.www.namecheap.com/settings/security
09:56 Duard Botha: duardscreen 4749
09:57 Vyshak Vijayakumar: Thank you for the provided details. Please allow me a few minutes to check it.
09:58 Duard Botha: My problem is because it does not use the correct API key it shows "This page can't load Google Maps correctly and says "for development purposes only.
09:58 Duard Botha: Ok. No problem
10:01 Vyshak Vijayakumar: Please let me transfer our chat session to the Hosting Support representative for further assistance on your request.
10:02 Duard Botha: OK
10:02 Vyshak Vijayakumar: Attempting to transfer the chat to "Max Serdyuk"
10:03 Max Serdyuk: Hello, I will assist you further. Would you please allow me a few minutes to look through your previous conversation?
10:03 Duard Botha: Perfect
10:08 Max Serdyuk: Unfortunately, your request is connected with the website development. As a hosting-oriented company, we do not provide support on such range of requests. We would suggest contacting the professional developer regarding it.
10:08 Duard Botha: This is Namecheap Website Builder. Not my own or anyone elses.
10:09 Duard Botha: A service provide by Namecheap
10:10 Duard Botha: Who is the professional developer of your Website builder?
10:11 Max Serdyuk: I meant the developer of your website, not Website Builder.
However, I may check the issue with our technicians, but I cannot guarantee that we will be able to resolve it for you.
10:12 Duard Botha: I am the developer of the website - using your builder. The problem is that your builder does not save the API key correctly. How can it be my problem?
10:13 Duard Botha: It is a service that you provide in your cPanel.
10:13 Max Serdyuk: Could you specify where exactly you put the Google Maps API?
10:16 Duard Botha: Yes. In your website builder you can add Maps - the 5th button from the left at the top. It then allows you to edit the screen
10:16 Duard Botha: You then click on properties when you edit
10:17 Duard Botha: Under General it requests the API Key that you get from Gogle.
10:17 Duard Botha: You then also add the address you want to display
10:17 Max Serdyuk: All right, thank you very much for the detailed explanations.
10:18 Max Serdyuk: I am contacting our technicians now.
10:18 Max Serdyuk: Please allow us 10-15 minutes.
10:18 Duard Botha: Thank you - much appreciated
10:33 Max Serdyuk: Thank you for waiting.

We can see the following in Console at https://developers.google.com/maps/billing/gmp-billing:

js?v=3.exp&key=AIzaSyCaidNKn0MTF3Iwo8Il9Ty9ihSbE_po8aM&sensor=false&libraries=places&region=US&language=en_US:68 You must enable Billing on the Google Cloud Project at https://console.cloud.google.com/project/_/billing/enable Learn more at https://developers.google.com/maps/gmp-get-started
10:34 Max Serdyuk: Our technicians think that it is necessary to configure anything on the side of Google. They suggest contacting Google Support.
10:35 Duard Botha: I did yesterday -

10:35 Duard Botha: Status: Assigned

Subject: API for Google maps on site Hi - I have an API Key for botha.services. I have put the address in and it shows correctly on Google maps. But it says the following: This Page can't load Google Maps correctly. it also shows for development purposes only on t

Description:

Chat Started: Mon, 10 Feb 2020 07:33:21 -0800 Chat Subject: API for Google maps on site Hi - I have an API Key for botha.services. I have put the address in and it shows correctly on Google maps. But it says the following: This Page can't load Google Maps correctly. it also shows for development purposes only on the site. What am I doing that causes this (or not doing)? i am using Namecheaps Website builder that allows for an API key URL: www.botha.services/contacts/ Maps Support, Gene: Thank you for contacting Maps Support. My name is Gene and I'll be working with you today. While I read over your message, is there anything else you'd like to add? Duard Botha: No. Please ask if unclear Maps Support, Gene: Can you give me your URL again? It is coming up with a 404 error for me. Duard Botha: https://www.botha.services/ Duard Botha: https://www.botha.services/Contacts/ shows my problem Maps Support, Gene: OK. I see it. Thanks. Maps Support, Gene: You are not using your API key on your website right now. Duard Botha: I have type it in the builder - doesn't it show? Duard Botha: typed Maps Support, Gene: Your website is trying to use an API key that ends in o8aM Maps Support, Gene: The API key associated with your project ends in oh2g Duard Botha: OK. There is probably an error in the builder Many thanks - will contact them Duard Botha: Where did you find that API key on the website so I can inform them? Maps Support, Gene: Are you not the developer? Maps Support, Gene: https://console.cloud.google.com/apis/credentials?project=1088875920203 Duard Botha: Yes -but I am using a Website builder of Namecheap Maps Support, Gene: This page shows you your credentials (API keys) Duard Botha: Yes - i have that and I copied that into the API key field in the builder. No sure where the o(aM comes from Duard Botha: o8aM Maps Support, Gene: Unfortunately, we do not provide technical support for Namecheap. But I will give my best effort to assist you. Duard Botha: I m,eant - where did you see the o8aM Maps Support, Gene: You may have a second plugin or something that is also trying to use an API key. Maps Support, Gene: Or you may need to clear your cache to get the old key to remove itself. Maps Support, Gene: I can see that key in your source code for your page. Duard Botha: Many thanks - my battery is going to die now. Thanks for the great hekp Maps Support, Gene: I'll email you a more concise explanation later today as well.

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10:36 Duard Botha: Hello, my name is Gene from the Google Maps Platform Technical Support team. I am reaching out regarding our chat from earlier. As you can see in the source code for your website at https://www.botha.services/Contacts/, the API key being used ends with o8aM. The API key associated with your project strong-impulse-267814 ends with oh2g and is the one you should be using.

If you are having trouble figuring out how to make that change on Namecheap, you may be able to get assistance through their support page located at https://www.namecheap.com/support. Please do not hesitate to reach out if you have further questions.

Very respectfully,
Gene
Google Maps Platform Technical Support (AMER) We have a Google Maps Platform YouTube channel!
https://www.youtube.com/channel/UCVhDYDVo3AqyMIKtMLSrcEg
ref:_00D00VNwG._5005w1XL67z:ref

10:37 Duard Botha: My billing account is active as well

10:38 Max Serdyuk: One moment, please.

10:44 Max Serdyuk: Please allow us 10-15 minutes more.

10:45 Duard Botha: ok

10:49 Max Serdyuk: Please specify if you clicked the 'Publish' button after changing the API.

We can see that when clicking 'View Page source' on https://www.botha.services/Contacts/ , we an see the old API:
AIzaSyCaidNKn0MTF3Iwo8Il9Ty9ihSbE_po8aMsrc="https://maps.googleapis.com/maps/api/js?
v=3.exp&key=AIzaSyCaidNKn0MTF3Iwo8Il9Ty9ihSbE_po8aM&sensor=false&libraries=places&region=US&language=en_US

10:49 Max Serdyuk: And there is the another API in Website Builder: AIzaSyCmUAzZRI0Nri2oPTNsf--zsmjPbNLoh2g

10:50 Duard Botha: Let me just do it again. Please hold on

10:51 Max Serdyuk: Sure, please take your time.

10:53 Duard Botha: Interesting. I did it again on Chrome after publishing it, still same result. On IE though it does not display and works fine. Any suggestion on what I must clear?

10:54 Duard Botha: The correct API os the one ending with oh2g

10:56 Max Serdyuk: You may try clearing browser cache and cookies and wait for some time.

10:57 Max Serdyuk: Feel free to use this guide to clear cache: https://www.namecheap.com/support/knowledgebase/article.aspx/9206/2194/how-to-clear-cache-in-different-browsers

10:57 Duard Botha: Ok - Let's try that. Many thanks for your great support and help

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Helpdesk: https://support.namecheap.com/