**Title**

Steps to allow access to map resources in Web Player.

**Description**

The updated map charts require access to web-based resources to display the map layer. Many companies have their Web Player servers running on machines with limited Internet access, which results in an error when attempting to view map charts in the Web Player. In the Web Player client the error reported is: "Error when downloading map chart service list from http://geoanalytics.tibco.com/service/services-list.json."

(See attached screen shot (Filename: Web Player json error.png).

In the Web Player debug log there will also be an error similar to:

=====

DEBUG 2014-07-24 14:49:04,773 [WorkThread 17, CHLA\username WAT 1] Spotfire.Dxp.Application.Visuals.MapComponents.Util.MapTileServiceJsonRest - Error when reading Json from http://geoanalytics.tibco.com/service/services-list.json

System.Net.WebException: Cannot resolve host name 'geoanalytics.tibco.com'.

=====

**Environment**

Spotfire 6.0 and higher

**Resolution**

Spotfire and IIS use the security settings in Internet Explorer to reach the online map resources, so the first step is to add the following URLs to the Trusted Sites in the Internet Explorer Security settings:

http://geoanalytics.tibco.com/

http://tilescf.maporama.com/

(Second URL is used for tiles web distribution. It is based on the Amazon cloud front).

If this does not resolve the problem then the user may have to configure a proxy server to allow access to these resources. There are two steps to this process. The user may need both, or step 1 may be all that is necessary to allow access:

1) Configure the existing Proxy server settings in the web.config file as outlined in the Web Player Installation manual.

a) Add the proxyaddress to the PROXY SERVER: section .

b) Add the ProxyUsername and ProxyPassword to the credentials section.

The ProxyUsername and ProxyPassword fields must be filled in to handle most authentication methods (Kerberos, NTLM, etc.) to specify credentials that have permission to access the Proxy Server.

If this does not resolve the problem, or if the user encounters an error when trying to launch the Web Player, they will probably need to set up a bypasslist to allow the Web Player to communicate with their Spotfire Server.

2) Extend the PROXY SERVER: section to include the following block of code to create a 'bypasslist', addresses that do not need to go through the Proxy server.

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<configuration>

<system.net>

<defaultProxy>

<proxy

usesystemdefaults="true"

proxyaddress="http://192.168.1.10:3128"

bypassonlocal="true"

/>

<bypasslist

<add address="[a-z]+\.contoso\.com" /> <!--regular expression-->

</bypasslist>

</defaultProxy>

</system.net>

</configuration>

=====

The <regular expression> line is described in the Microsoft MSDN article listed in the Reference section.

**Reference**

**Web Player 6.0 Installation manual**

https://docs.tibco.com/pub/spotfire\_web\_player/6.0.0-november-2013/TIB\_sfire\_webp\_6.0.0\_InstallationManual.pdf

(Section 3.3.8 - Configure Proxy Handling)

**Web Player 6.5 Installation manual**

https://docs.tibco.com/pub/spotfire\_web\_player/6.5.2/doc/pdf/TIB\_sfire\_webp\_6.5.2\_InstallationManual.pdf

(Section 3.3.8 - Configure Proxy Handling)

http://msdn.microsoft.com/en-us/library/kd3cf2ex%28v=vs.110%29.aspx

**Keywords**

Map charts, Maporama, Geoanalytics, Proxy