

UNDERSTANDING YOUR LEAPFROG WEB SERVICES TEST REPORT

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INTRODUCTION

Access to Leapfrog web services can be tested using Leapfrog Start or from within your Leapfrog application. When you test whether Leapfrog web services are available, a report is generated that you can save for your own review. The report is also sent to Leapfrog, but your personal details will not be included if all tests pass. If a test fails, a Leapfrog support case will automatically be created, and someone from Leapfrog support will contact you to help you resolve the issue.

This guide provides information that will help you and your Network Administrator to interpret your web services test report. The Error Scenarios section of this guide includes information for Network Administrators that may help resolve any issues found. The Endpoint Impacts section describes the effects of any failure to connect to a particular endpoint.

This is the July 2018 version of the guide and is applicable to reports generated from

- Start v1.1.1
- Leapfrog Works v2.1.1
- Leapfrog Geo v4.3.1
- Leapfrog Geothermal v3.6.1

If you need any further assistance interpreting Leapfrog Start test reports, contact support at support.leapfrog3d.com.

ERROR SCENARIOS

The error scenarios described include a generalised example of the errors displayed, along with suggestions for mitigating the issue.

Authenticated Proxy Problems

Cause

The active network configuration requires connections to the named endpoints to go through an authenticated proxy. Leapfrog applications do not currently support this.

Error Displayed	Endpoints
Error: Expected HTTP Code: 200, Actual HTTP Code: 407	http://redirects.aranzgeo.com/viewer http://help.leapfrog3d.com/Geo/4.3/en-GB/Content/intro.htm <a href="http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>">http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>
Error: URL error: Proxy Authentication Required	http://licenses.aranzgeo.com/GetDongleStatus http://licenses.aranzgeo.com/ActivateSoftLicense http://licenses.aranzgeo.com/ActivateOnDemand http://licenses.aranzgeo.com/ProductUpdates/0.2/
Error: Request error: HTTPSConnectionPool(host='HOSTNAME', port=PORT): Max retries exceeded with url: URL (Caused by ProxyError('Cannot connect to proxy.', error('Tunnel connection failed: 407 Proxy Authentication Required',)))	https://id.aranzgeo.com/ https://hq.leapfrog3d.com/ https://endpoints.lfview.com/v0/lookup?client_version=Leapfrog%20Start%20v1.0.0 https://geoapi.lfview.com/apikey/v1/generate https://geoapi.lfview.com/apikey/v1/oauth_generate https://lfview.com/signup

Actions to take

Connections from Leapfrog applications to the *HOSTNAME* should be whitelisted to allow direct connections, avoiding the proxy.

Timeouts

Cause

Slow/intermittent internet connections can cause timeouts.

Error Displayed	Endpoints
Request error: HTTPConnectionPool (host='127.0.0.1', port=8888): Read timed out. (read timeout=6.05)	http://redirects.aranzgeo.com/viewer http://help.leapfrog3d.com/Geo/4.3/en-GB/Content/intro.htm <a href="http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>">http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>
Exception: Timeout	http://licenses.aranzgeo.com/GetDongleStatus http://licenses.aranzgeo.com/ActivateSoftLicense http://licenses.aranzgeo.com/ActivateOnDemand http://licenses.aranzgeo.com/ProductUpdates/0.2/
Request error: HTTPSConnectionPool(host=HOSTNAME, port=PORT): Max retries exceeded with url: URL (Caused by ProxyError('Cannot connect to proxy.', timeout('timed out',)))	https://id.aranzgeo.com/ https://hq.leapfrog3d.com/ https://endpoints.lfview.com/v0/lookup?client_version=Leapfrog%20Start%20v1.0.0 https://geoapi.lfview.com/apikey/v1/generate https://geoapi.lfview.com/apikey/v1/oauth_generate https://lfview.com/signup

Actions to take

Unfortunately, causes of timeouts due to poor connections are varied and often tricky to diagnose.

Poor Connections

Error Displayed	Endpoints
Request error: ('Connection aborted.', BadStatusLine(''))	http://redirects.aranzgeo.com/viewer http://help.leapfrog3d.com/Geo/4.3/en-GB/Content/intro.htm https://id.aranzgeo.com/ https://hq.leapfrog3d.com/ <a href="http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>">http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash> https://geoapi.lfview.com/apikey/v1/generate https://geoapi.lfview.com/apikey/v1/oauth_generate https://lfview.com/signup
Exception: BadStatusLine	http://licenses.aranzgeo.com/GetDongleStatus http://licenses.aranzgeo.com/ActivateSoftLicense http://licenses.aranzgeo.com/ActivateOnDemand http://licenses.aranzgeo.com/ProductUpdates/0.2/

Actions to take

- Failures due to poor connections occur intermittently. By their very nature, the best cause of action is often to wait a while and try again.
- The problem can sometimes be caused by VPN connections not being closed properly. The best thing to try here is restarting the user's machine and trying again.

Back End Failure

Error Displayed	Endpoints
Expected HTTP Code: 200, Actual HTTP Code: 502	http://redirects.aranzgeo.com/viewer http://help.leapfrog3d.com/Geo/4.3/en-GB/Content/intro.htm <a href="http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>">http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>
URL error: Unreachable Server	http://licenses.aranzgeo.com/GetDongleStatus http://licenses.aranzgeo.com/ActivateSoftLicense http://licenses.aranzgeo.com/ActivateOnDemand http://licenses.aranzgeo.com/ProductUpdates/0.2/
Request error: HTTPSConnectionPool(host=HOSTNAME, port=PORT): Max retries exceeded with url: URL (Caused by ProxyError('Cannot connect to proxy.', error('Tunnel connection failed: 502 Unreachable Server',)))	https://id.aranzgeo.com/ https://hq.leapfrog3d.com/ https://endpoints.lfview.com/v0/lookup?client_version=Leapfrog%20Start%20v1.0.0 https://geoapi.lfview.com/apikey/v1/generate https://geoapi.lfview.com/apikey/v1/oauth_generate https://lfview.com/signup

Actions to take

Contact Leapfrog support, providing the test report, to further investigate the backend issue.

HTTPS Certification Verification Problems

Cause

The HTTPS traffic is being inspected by web security software and the certificate used to resign the packets is not being recognised.

Error Displayed	Endpoints
Error: SSL error: bad handshake: Error([('SSL routines', 'ssl3_get_server_certificate', 'certificate verify failed')],)	https://id.aranzgeo.com/ https://hq.leapfrog3d.com/ https://geoapi.lfview.com/apikey/v1/generate https://geoapi.lfview.com/apikey/v1/oauth_generate https://lfview.com/signup

Actions to take

- Upgrade your Leapfrog application to the following versions at a minimum. These versions of the software recognise the certificate of the web security software.
 - Leapfrog Geo v4.2.2
 - Leapfrog EDGE v2.0.2
 - Leapfrog Geothermal v3.5.2
 - Leapfrog Works v2.0.2
 - Leapfrog Hydro v2.8.2
- If you are still experiencing this error after upgrading then check that the certificate of the web security software is correctly installed in your local computer certificate store.

OR

- Connections from Leapfrog applications to the *HOSTNAME* should be whitelisted to allow direct connections so the packets are not scanned and re-signed with the unknown certificate.

ENDPOINT IMPACTS

When Leapfrog reports an error in trying to connect to an endpoint, some failures are more critical than others. This section describes the severity of impact of not being able to successfully connect to an endpoint.

Severity	Endpoints	Notes
High	http://licenses.aranzgeo.com/GetDongleStatus	This is the endpoint used to determine the validity of a dongle. Without connectivity, the Leapfrog applications will not understand the correct status of the dongle, leading to a failure to issue a license.
High	http://licenses.aranzgeo.com/ActivateSoftLicense	This is the endpoint used to activate soft licenses. Without connectivity, the Leapfrog applications will not be able to use a soft licence.
High	http://licenses.aranzgeo.com/ActivateOnDemand	This is the endpoint used to activate On Demand licences. Without connectivity, the Leapfrog applications will not be able to obtain On Demand licences.
High	https://id.aranzgeo.com	This is the endpoint for the My Leapfrog authorisation and entitlement licence server. Without connectivity, the Leapfrog applications will not be able to obtain or renew licenses.
High	https://geoapi.lfview.com/apikey/v1/generate https://geoapi.lfview.com/apikey/v1/oauth_generate	These endpoints relate to the normal operation between the Leapfrog desktop applications and Leapfrog View. Without connectivity, the Leapfrog applications will not be able to upload scenes to Leapfrog View
High	<a href="http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>">http://licenses.aranzgeo.com/api/metrics/v1/?hmac=<auth_hash>	This endpoint is used to send reference codes and usage data to Seequent. The reference codes and usage are reported to users and administrators in My Leapfrog. The usage data includes product and module use for billing purposes. Apart from billing data no personal data is stored. Without connectivity, the Leapfrog applications will not be able to send the reference code or usage data.
Medium	https://hq.leapfrog3d.com/	This is the endpoint used to submit problem reports to Leapfrog for further analysis. Without connectivity, the Leapfrog applications will not be able to send the problem report details. Whilst this will not interfere with the ordinary running of the software, having the connectivity available will enable seamless reporting of errors and enable a more efficient response.

Severity	Endpoints	Notes
Medium	https://lfview.com/signup	<p>This is the endpoint used to sign up a new user to Leapfrog View.</p> <p>Without connectivity, the user will not be able to sign up for the Leapfrog View service from within the Leapfrog applications. It may be possible to sign up in an internet browser instead.</p>
Low	http://redirects.aranzgeo.com/viewer	<p>This endpoint is representative of all the redirection URLs. Many URLs & links used within the Leapfrog applications are obtained by first querying the redirection endpoint to get the actual destination. Examples include help and support links.</p> <p>Without connectivity, the Leapfrog applications will not be able to correctly determine URLs such as for extra help, support and downloads.</p>
Low	http://help.leapfrog3d.com/Geo/4.3/en-GB/Content/intro.htm	<p>This is the landing page for the Leapfrog Geo 4.3 online help and is representative of all the online help links.</p> <p>Without connectivity, Leapfrog applications will not be able to access to online help. Offline help can be downloaded independently using a web browser and installed locally on a user's machine.</p>
Low	http://licenses.aranzgeo.com/ProductUpdates/0.2/	<p>This endpoint is used to obtain new version release information.</p> <p>Without connectivity, the Leapfrog applications will not automatically inform the user that a new version of the software is available. The notifications can also be disabled by setting "Status" == 0 in the registry key HKEY_CURRENT_USER\Software\ARANZ Geo\[application name and version]\UpdateNotifications.</p>