



# Troubleshoot DAP Server Connectivity

Technical Note



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Please send comments or questions to [info@geosoft.com](mailto:info@geosoft.com)

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## **Support**

For obtaining technical support, email [support@geosoft.com](mailto:support@geosoft.com)

If you wish to speak to a technical support representative in your region, please visit the Geosoft Support page at: [www.geosoft.com/about-geosoft/contact-us/world-offices](http://www.geosoft.com/about-geosoft/contact-us/world-offices) for contact information.

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## Connecting to DAP Server

Applications such as Oasis montaj, ArcMAP, and MapInfo access DAP Server resources by connecting to that DAP Server using Seeker. Before connecting verify the following:

1. The application has the latest DAP client plug-in for that application and verify that the application version is compatible with the current version of DAP (<http://www.geosoft.com/support/downloads>).
2. For external DAP Servers, such as the Geosoft Public DAP Server (<http://dap.geosoft.com>) and the *Canada - Geoscience Data - Données géoscientifiques* DAP Server (<http://gdrdap.agg.nrcan.gc.ca>), users may need to pass through a Proxy Server (or similar device) to reach the Internet. In this case, see the [DAP Technical Note - Proxy Server Configuration](#).
3. Hostname or IP Address of the DAP Server.
4. Current user should have access to the DAP Server through DAP Security.



*Note: the public DAP servers mentioned in (2) above have security turned off.*

5. Launch Seeker and click on the *Manage Servers* icon in the upper right corner. Click on **Add** and enter the hostname or IP address for the DAP Server.

## Troubleshooting DAP Server Connectivity

A number of issues can prevent or cause problems connecting to a DAP Server. Please verify the following when attempting to rectify DAP Server connectivity:

1. Review 1 to 4 in the [Connect to DAP Server](#) section of this document.
2. PING the DAP Server computer name. If unsuccessful then PING the DAP Server IP address. If you can ping the IP address and not the computer name, then there is an issue with name resolution. Try connecting to the DAP Server using the IP Address as a temporary workaround. Contact your IT Helpdesk for further assistance regarding name resolution or other general network connectivity issues you may have uncovered.
3. Opening "<http://<computer name>/rest/service/configuration?key=a>" from Internet Explorer URL indicates that the DAP Server is available over the network and the web service is responding as expected. This step assumes that basic connectivity is working, as confirmed by the PING test above. Use the IP address as the computer name if the computer name did not work in the previous step.
4. Sometimes poor network connections can cause the application to timeout when connecting to a

DAP Server. Ensure that you have a high-speed reliable connection when connecting to the DAP Server over the LAN or Internet.

5. Review Windows Event Viewer Application and System logs on the DAP Server computer.
6. Check for a “*\_getDapDataError.log*” file in Oasis montaj project work folder. Send this file to Geosoft Technical Support.
7. Locate and send DAP Server log and abort files (if any) to Geosoft Technical Support.