Spotfire® Server Release Notes

Software Release 14.4.1

Contents

Spotfire Server Release Notes

The release notes for this product version are provided to inform you of new features, known issues, and issues from previous releases that have been closed.

These release notes are for Spotfire® Server version 14.4. They cover Microsoft Windows and Linux installations.

Spotfire® Server is a Tomcat web application that runs on Windows and Linux operating systems. It is the administrative center of any Spotfire® implementation. In addition to providing the tools for configuring and administering the Spotfire® environment, Spotfire Server facilitates the services that make it possible for users to access, blend, and visualize their data, creating analyses that provide actionable insight.

Major changes between LTS versions

For an overview of important changes between the earliest and latest in-support LTS version, see Upgrading between Spotfire LTS versions.

New Features

The following new features have been added in version 14.4 of Spotfire® Server.

For details about new Spotfire features, see What's New in Spotfire in the Community.

Key	Version	Summary
TSS-34908	14.4.1	**Logging of imported library items** A new action log entry has been introduced, logging which specific library items were imported during a library import operation. The action is logged as `import_content` under the `library` category.
SPOT-170	14.4.0	**Batch edit multiple analysis files** It is now possible to automate the processing and modification of large sets of analysis files stored in the Spotfire library by using custom scripts. The scripts calls the Spotfire API to detect and make changes in the files. This approach is valuable and time-saving when the library contains a large number of analysis files that require similar edits. Manual handling of such tasks would be tedious and time-consuming. The possible edits that can be done are limited by what is exposed in the Spotfire API. Some examples include: • Finding all occurrences of scripts using IronPython 2.0 or 2.7 and changing them to use IronPython 3.4. • Finding all occurrences of JavaScript scripts in text areas that reference the Spotfire JQueryUI library, and modifying them to embed the JQueryUI library in the analysis. This functionality is made possible by the new Automation Services tasks for looping and scripting in combination with other tasks, such as open/save analysis file. They also work well together with the find-analysis-scripts CLI command on the server.

Key	Version	Summary
SPOT-2070	14.4.0	**Action mods and the Actions flyout** Action mods extend Spotfire with a new type of lightweight reusable action components that can be tailored for specific domains and use cases. Using actions within visual analytics provides extensive options for carrying out tasks and enhancing workflows across all analytic elements, spanning from visualizations to data. An action mod is a collection of actions (scripts) that are packaged together making them easy to share and reuse. Actions within an action mod can be added to various controls and triggers in visualizations as well as text areas as part of an analytic application, or they can be initiated directly from the new *Actions* flyout or from the Spotfire library. Triggers can be added to visualizations using the new *Action trigger* card in the *Visualization properties* panel, or using drag-and-drop from the *Actions* flyout. Action mods follow the same development principles as visualization mods, with external source code control (in e.g. GitHub), modern IDE with syntax highlighting and code completion (e.g. Visual Studio Code) with live debugging in Spotfire. Action mods can be distributed as .mod files and shared through the Spotfire library. The security model is based on a trust mechanism and sandboxed execution. Similar to IronPython scripts, Action mods use the comprehensive Spotfire API for accessing Spotfire analytic items and services, which allows for implementing actions such as: • Apply page layouts • Create and configure visualizations • Drill down or up in hierarchical data • Navigate to pages and visualizations • Run data functions and transformations • and much more For information on how to develop action mods, see the Spotfire® Mods website on GitHub.
SPOT-2430	14.4.0	**More time granularity and easier repetition patterns for scheduled Automation Service jobs** You can now use common recurrent rules when you schedule an Automation Services job, for example: • hourly: every X hours • daily: every X days • weekly: every X weeks • monthly: every X months Recurrent rules simplify event scheduling, improve efficiency, enhance consistency, and provide a structured approach to managing events, ultimately leading to better time management and organization.
SPOT-3480	14.4.0	**Web Player REST API** The new Web Player REST API allows an application to update a Spotfire Web Player analysis. **Note:** For easy documentation reference, you can browse the API with the Swagger UI on your server: https://<spotfire-server>/spotfire/api/swagger-ui.html?urls.primaryName=web-player. **Note:** For easy development of stubs in any language, you can download the OAS (Open API Specification) from: https://<spotfire-server>/spotfire/api/v2/api-docs?group=web-player.

Changes in Functionality

The following are changes in functionality in version 14.4 of Spotfire Server.

Key	Version	Summary
TSS-23921	14.4.0	**Referrer-Policy header set by default on all responses** For increased security, the Referrer-Policy header is now set by default on all responses.
TSS-29571	14.4.0	**Allow leading and trailing whitespace in passwords** Leading and trailing whitespaces are allowed when setting or changing a user password.
TSS-33505	14.4.0	**More options available when configuring library compression** Previously, library items were compressed based on the configuration `library.compressed-content.enabled`, which could be either `true` or `false`. However, sometimes you might want to switch off library item compression for just some item types. For example, columns can take up more space in the library when compressed. Now, you can also switch off compression of specific library types by configuring the multivalued property `library.compressed-content.disabled-lib-types.type`, using the `set-config-list-prop` (or the `set-config-prop`) command. For more information, see Changing the configuration for library compression.
TSS-33556	14.4.0	**Updated My Account page with more functionality** The *My Account* page layout has been changed by moving the different sections previously listed in the page into separate tabs, such as: *Account information*, *Trusted signers and items*, *Manage logins* and *Signatures*. There is also a new *Downloads* tab available where you can download the installed Spotfire client and connect it to a Spotfire Server. An administrator can remove the *Downloads* tab, if desired. See Removing the downloads tab for more information.
TSS-33626	14.4.0	**Library search for mods has been changed** With the addition of action mods, you can no longer search for `type:mod` directly when searching the library. Instead, you can either search for the specific mod types `visualizationmod` (using type:visualization) or `actionmod` (using type:action), or, use a wildcard character and search for `type:*mod` to find all mods.
TSS-33689	14.4.0	**Date and time formats based on browser locale** Dates and times are now displayed based on the browser's locale. Generally, a tooltip will be available showing the time zone offset when hovering over the date and time information.
TSS-33986	14.4.0	**HTTP Basic authentication is no longer available by default** The use of *HTTP Basic authentication* (when the Spotfire Server is configured for username/password authentication) is now disabled by default.

Key	Version	Summary
TSS-33988	14.4.0	**The OAuth2 Resource Owner Password Credentials grant is no longer available by default** For increased security and compliance with the OAuth 2.0 Security Best Current Practice, the OAuth2 Resource Owner Password Credentials grant is now disabled by default. In systems configured for username/password authentication (without being combined with OpenID Connect or similar) users of the Spotfire Analyst client will now authenticate through a web browser-based workflow.
TSS-33990	14.4.0	**New names for some username/password CLI commands** To avoid confusion with the now disabled old HTTP Basic authentication method, and to better reflect what they do, the following CLI commands have been renamed: • `config-basic-database-auth` is renamed to `config-username-password-database-auth` • `config-basic-ldap-auth` is renamed to `config-username-password-ldap-auth` • `config-basic-windows-auth` is renamed to `config-username-password-windows-auth` • `show-basic-ldap-auth` is renamed to `show-username-password-ldap-auth`
TSS-34035	14.4.0	**Upload legacy DXP files using the public API** Functionality has been added to upload legacy DXP files using the public API. Before uploading the files, they must be resaved in Spotfire version 12.4 or later.
TSS-34050	14.4.0	**Log instead of fail when update-deployment cannot find a package** The `update-deployment` command now logs that a package cannot be found, rather than fails, when trying to remove an non-existing package with the `--remove-packages` argument.

Deprecated and Removed Features

Deprecated features

The table lists features that are deprecated and will be removed in a future release of Spotfire Server.

Key	Version	Summary
TSS-28133	14.4.0	The CLI parameter `-t` or `--tool-password` of the `s3-download` command is deprecated and will be removed in a future version. Using this parameter results in a warning message about the deprecation. Deprecated since Spotfire 11.4.0.
TSS-29565	14.4.0	The `getReturnEndpoint()` method of the `CustomWebAuthenticatorInitContext` API class is deprecated and will be removed in a future release. Use the new method with the same name in the `WebAuthenticationContext` API class instead. Deprecated since Spotfire 11.6.0.
TSS-32525	14.4.0	The `LibraryService` SOAP API is deprecated and will be removed in a future release. Use the Library REST APIs instead. Deprecated since Spotfire 14.0.0.
TSS-32526	14.4.0	The `LicenseService` SOAP API is deprecated and will be removed in a future release. Use the License Management REST APIs instead. Deprecated since Spotfire 14.2.0.
TSS-32527	14.4.0	The `UpdateAnalysisService` SOAP API is deprecated and will be removed in a future release. Use the Web Player REST API instead. Deprecated since Spotfire 14.4.0.
TSS-32528	14.4.0	The `UserDirectoryService` SOAP API is deprecated and will be removed in a future release. Use the *System for Cross-domain Identity Management* (SCIM) APIs instead. Deprecated since Spotfire 14.0.0.
TSS-33741	14.4.0	The existing Information Model REST API endpoints `PATCH/rest/elements/v1/<guid>` and `POST/rest/elements/v1/<guid>/redirect` are deprecated and will be removed in a future version. The REST API has been replaced by the following new REST API: • `PATCH/rest/informationmodel/v1/elements/<guid>` • `POST/rest/informationmodel/v1/elements/<guid>/redirect` Deprecated since Spotfire 14.3.0.

Key	Version	Summary
TSS-33742	14.4.0	The existing License Management REST API endpoints (`https://<host>[:<port>]/spotfire/api/rest/`**`v1/licenses`**`/...`) are deprecated. They are replaced by new endpoints (`https://<host>[:<port>]/spotfire/api/rest/`**`licenses/v1`**`/...`). The deprecated endpoints will be removed in a future version. The new REST API endpoints are as follows: • GET: `/rest/licenses/v1` • GET: `/rest/licenses/v1/users/<userId>` • GET: `/rest/licenses/v1/<licenseName>/groups/<groupId>` • PUT: `/rest/licenses/v1/<licenseName>/groups/<groupId>` • DELETE: `/rest/licenses/v1/<licenseName>/groups/<groupId>` • GET: `/rest/licenses/v1/groups/<groupId>` • GET: `/rest/licenses/v1/<licenseName>/functions` • GET: `/rest/licenses/v1/<licenseName>/users/<userId>` Deprecated since Spotfire 14.3.0.
TSS-33823	14.4.0	The stand-alone upgrade tool for the node manager is deprecated and will be removed in a future release. Upgrade of the node manager should instead be done from the *Nodes & Services* section of the Spotfire Server web administration pages. Deprecated since Spotfire 14.3.0.
TSS-34086	14.4.0	The ability to run Information Services as an embedded process/in-process, using the setting `information-services.external-process.enabled=false` is deprecated and will be removed in a future version. Deprecated since Spotfire 14.4.0 and 14.0.4

Removed features

No features have been removed in this release of Spotfire® Server.

Third Party Software Updates

The following third party software (TPS) components have been added or updated in version 14.4 of Spotfire Server.

Key	Version	Summary
TSS-34849	14.4.1	Eclipse Temurin OpenJDK updated to 17.0.13+11
TSS-34832	14.4.1	• Amazon AWS SDK updated to 2.28.29 • ANTLR4 updated to 4.13.2 • Apache Commons CLI updated to 1.9.0 • Apache Commons Codec updated to 1.17.1 • Apache Commons IO updated to 2.17.0 • Apache Commons Lang updated to 3.17.0 • Apache Commons Validator updated to 1.9.0 • Apache CXF updated to 4.0.5 • Apache Log4j updated to 2.24.1 • Apache Tomcat updated to 10.1.31 • ASM updated to 9.7.1 • Dropwizard Metrics Core updated to 4.2.28 • Eclipse Jetty updated to 12.0.14 • FasterXML/Jackson Core updated to 2.18.0 • Fifesoft RSyntaxTextArea updated to 3.5.1 • Google Auth Library For Java Credentials updated to 1.29.0 • Guava: Google Core Libraries for Java updated to 33.3.1-jre • Microsoft Azure Identity for Java updated to 1.14.0 • Microsoft Azure Storage Blob client library for Java updated to 12.28.1 • Microsoft JDBC Driver for SQL updated to 12.8.1 • MigLayout updated to 11.4.2 • Nimbus JOSE + JWT updated to 9.41.2 • PostgreSQL JDBC Driver updated to 42.7.4 • Spring Framework updated to 6.1.14 • Swagger Core updated to 2.2.25
TSS-33971	14.4.0	Eclipse Temurin OpenJDK updated to 17.0.11+9

Key	Version	Summary
TSS-33967	14.4.0	- Amazon AWS SDK updated to 2.25.43 - Apache Commons Codec updated to 1.17.0 - Apache Commons CLI updated to 1.7.0 - Apache Commons IO updated to 2.16.1 - Apache Commons Lang updated to 3.14.0 - Apache Commons Text updated to 1.12.0 - Apache Tomcat updated to 10.1.23 - ASM updated to 9.7 - Bouncy Castle Crypto APIs updated to 1.78.1 - Eclipse Jetty updated to 12.0.8 - Guava: Google Core Libraries for Java updated to 33.2.0-jre - IO Swagger updated to 2.2.21 - Jespa updated to 1.2.14 - Microsoft Azure Identity for Java updated to 1.12.0 - Microsoft Azure Storage Blob client library for Java updated to 12.25.4 - PostgreSQL JDBC Driver updated to 42.7.3 - Simple Logging Facade for Java updated to 2.0.13 - Spring Framework updated to 6.0.19
TSS-33973	14.4.0	- Angular updated to 17.4.3 - Autoprefixer updated to 10.4.19 - worker-timers updated to 7.1.7

Closed Issues

The table lists closed issues in version 14.4 of Spotfire Server.

Key	Version	Summary
TSS-34840	14.4.1	Certain error pages might be susceptible to spoofing.
TSS-34859	14.4.1	When you access an information link using either on-demand or prompting and you provide more than 1000 input values, some special characters (* ? ; \) are not handled correctly. • ? and * characters in input from on-demand or single/multiple selection prompts are incorrectly interpreted as wildcards. • ; and \ characters in input from on-demand or any prompt type result in errors or missing data. This fix requires that you install version 14.4.1 of both the Spotfire client and Spotfire Server. If you only apply the 14.4.1 service pack for the Spotfire client, you might encounter the following issues for input that exceeds 1000 values: • ? in input from on-demand or a single/multiple selection prompt results in an error. • \ in input from on-demand or any prompt type might result in an error. • ; in input from on-demand or any prompt type returns no data.
TSS-34862	14.4.1	If you use an incorrect connection URL, username, or password with the `validate-data-source` CLI command, no error is shown.
TSS-34867	14.4.1	User action log entries for library operations initiated by some clients are missing a session ID value.
TSS-34876	14.4.1	Upgrading the Spotfire Server from a version before 11.5 to version 11.5 or later fails under specific conditions.
TSS-34896	14.4.1	Revoked access tokens can in some cases continue to work after revocation because of caching.
TSS-34912	14.4.1	When you edit the properties of a favorite-marked information link from Information Designer, the favorite count is removed from the library user interface.
TSS-34923	14.4.1	Users cannot be found through SCIM when filtering on the `userName` attribute, if the username is in the format of an email address.
TSS-34925	14.4.1	Browsing the Spotfire library might be slower than necessary when the library contains items with a large number of properties.
TSS-34969	14.4.1	When you upgrade the Spotfire Server from 14.0.4 or 14.0.5 to 14.4.0, Spotfire Analyst closes unexpectedly when trying to connect the client to the upgraded server, with the following error: "Illegal argument. The item type spotfire.visualizationmod is not known."
TSS-20689	14.4.0	If a broken join exists in the library, it prevents the creation of new joins.

Key	Version	Summary
TSS-32985	14.4.0	If you use the `update-datasource` command to change the JDBC driver for an Information Services data source, there is no warning if the new JDBC driver is located in the wrong directory (`custom-ext` instead of `custom-ext-informationservices`).
TSS-33695	14.4.0	When you use the `update-datasource` command on the remote config tool, you cannot change the `datasource-type` of a data source to Amazon Redshift from some other database type.
TSS-33838	14.4.0	Configuration script variables specified using the `SET` command cannot be updated after the initial assignment.
TSS-33887	14.4.0	The JVM argument `javax.net.ssl.trustStorePassword` is passed to the external Information Services process, even though this is not specified when starting the Spotfire Server.
TSS-33908	14.4.0	When using OpenID Connect RP-Initiated Logout, after logging out, you end up on the Spotfire Server login page, and the original location is not remembered if you log in again.
TSS-33916	14.4.0	If auto-trust of nodes is enabled, a node will not be automatically re-trusted if it cannot establish trust with the server and it looks like the server already trusts it.
TSS-33924	14.4.0	The `check-external-library` CLI command cannot handle results with a huge number of inconsistencies when using external library storage based on Google Cloud Storage or Azure Blob Storage.
TSS-33927	14.4.0	When downloading a troubleshooting bundle in the *Monitoring & Diagnostics* page of the Spotfire Server web administration pages, the filename does not include the name of the server from which it is downloaded.
TSS-33941	14.4.0	Loading the *Profile* information about a user in the Users page of the Spotfire Server web administration pages might take a longer time if the user has access to several deployment areas.
TSS-33956	14.4.0	Distorted characters are added to the node manager's log file during extraction of CAB files on Windows systems with non-US ASCII OEM code pages.
TSS-33976	14.4.0	When execution of an information link has failed, the validation that happens afterwards takes a longer time than necessary if metadata cannot be fetched because of insufficient data source permissions.
TSS-34016	14.4.0	Setting a user password that does not meet the configured length requirements through the SCIM API results in an internal server error rather than in an `invalidArgument` error.
TSS-34021	14.4.0	When you import users, either in the Administration Manager or with the command `import-users`, email addresses and passwords are not validated.
TSS-34025	14.4.0	Upgrade of the Spotfire Server does not work if there are consent hashes stored in the database.
TSS-34029	14.4.0	When multiple Web Player analyses are opened simultaneously in the same user session, some analyses might lose URL query parameters. For example, this can be customization parameters when using the Web Player JavaScript API.

Key	Version	Summary
TSS-34039	14.4.0	Spotfire for Apple iOS, Spotfire for Android, and Spotfire Analytics for macOS cannot connect to a Spotfire Server configured for username/password authentication if HTTP Basic authentication is disabled.
TSS-34041	14.4.0	An unnecessary LDAP login attempt is made in certain cases when the user enters an incorrect password. This might lead to users getting locked out of their LDAP accounts quicker than expected.
TSS-34117	14.4.0	It is not possible to delete more than 1000 library items in one operation when you use AWS S3 external storage.

Known Issues

The following are known issues in version 14.4 of Spotfire Server:

Key	Version	Summary
TSAS-1123	14.4.0	**Encrypting services' configuration files not supported on Linux** You cannot encrypt configuration files for Automation Services and Web Player Services on Linux. **Workaround**: None
TSS-23602	14.4.0	**A Spotfire Server restart affects jobs being executed by Automation Services** In the Automation Services area of the administration interface, if an Automation Services job is in the IN_PROGRESS state, and all of the servers in the cluster stop running or are restarted, the job remains in the IN_PROGRESS state in the Activity view even after the servers are back online. **Workaround:** Right-click the activity, and then click **Clear selected activity** to clear the job activity from the Activity view.
TSS-26972	14.4.0	**Java changes affect updating node manager from 10.9 to 10.10 or later** Updating the node manager from Nodes & Services from a 10.9 or earlier release to a 10.10 release or later is not supported due to updated Java versions. **Workaround:** To update the node manager to version 10.10 or later, you must install it on each computer, and then run the node manager upgrade tool.

Key	Version	Summary
TSS-29819	14.4.0	**Users authenticated through Kerberos with delegation require special handling for accessing certain services** In the following situations, Spotfire users cannot view certain analysis files in the web client: • The user is authenticated using Kerberos with delegation. • The user wants to view an analysis that accesses a TERR service node. **Workaround**: Give Read permission for the private key of the Web Player Node certificate to users. Procedure: 1. On the computer running the Web Player node manager, open a command window as an administrator. 2. Enter `mmc`. 3. In the Console dialog box that opens, click **File > Add/Remove > Snap-ins**. 4. In the Add or Remove Snap-ins dialog box, select **Certificates**, and then click **Add**. 5. In the Certificates snap-in dialog box, select **Computer account**, and then click **Next**. 6. In the Select Computer dialog box, click **Finish**. 7. In the Add or Remove Snap-ins dialog box, click **OK**. 8. In the Console Root window, click **Certificates (Local Computer)** to view the certificate stores for the computer. 9. Go to Certificates (*Local Computer*)**\Personal\Certificates**, and then right-click the certificate that was issued by "TIBCO Spotfire Signing CA". 10. Select **All Tasks > Manage Private Keys**. 11. In the Permissions dialog box, under **Group or user names**, select a group that contains all Spotfire users that need to run analyses using the TERR service. 12. Under **Permissions for** *Name*, select the Allow check box in the **Read** row, and then click **OK**. 13. In the Spotfire administration interface or in the Windows Services dialog box, restart the Web Player node.
TSS-30350	14.4.0	**Very high display resolution affects ability to repair or uninstall Spotfire Server** Repair or uninstallation of the Spotfire Server and/or the node manager does not work on computers with a high display resolution, such as 3840 x 2160 pixels. The repair/uninstall dialogs in the installers are not shown as expected and there is no way to proceed with the repair/uninstallation. **Workaround:** Temporarily switch to a lower display resolution, such as 1920 x 1080 pixels.
TSS-30734	14.4.0	**Proxy server configuration** When using a proxy server between the Spotfire Server and a Web Player or Automation Services service deployed on Linux, the services will use the operating system proxy configuration. Only the username and password for the proxy can be configured in the configuration files of the services. **Workaround**: None

Key	Version	Summary
TSS-32020	14.4.0	**Exception during CDK upgrade** You can see the error message "Database connection is not using a valid certificate" during a containerized Spotfire (CDK) upgrade. A nonvalid certificate causes the CDK upgrade to fail. **Workaround**: To upgrade the CDK, you must either trust the certificate or set the flag `encrypt=false` in the connection string.

Migration and Compatibility

The documentation contains detailed instructions for migrating from a previous release.

Spotfire Server

See "Upgrading Spotfire" in the Spotfire Server and Environment - Installation and Administration help.

Important: Upgrading from versions earlier than Spotfire 12.3
In Spotfire version 12.3, the included Microsoft JDBC Driver for SQL Server was upgraded to a version with important changes to the default settings for encryption. If you upgrade Spotfire from a version earlier than 12.3, and you use the Microsoft JDBC Driver for SQL Server in your environment (to connect to the Spotfire database, the action logging database, Information Services data sources, or the default join database), before you upgrade Spotfire, read the following topic: Upgrading to 12.3 and later: Fixing Microsoft SQL Server JDBC driver-related issues

Important: Applying version-specific hotfixes
As of Spotfire Server version 10.3.0, server hotfixes can be applied only on the specific service pack version that they are created for. For example: If you currently have version 10.3.1, you can apply server hotfixes only for the 10.3.1 version, such as 10.3.1 HF-001, 10.3.1 HF-002, and so on. If you want a hotfix of a different service pack level, such as 10.3.2 HF-001, you must first make sure to upgrade to that service pack (10.3.2) before applying the hotfix.

Newer and older versions of Spotfire Analyst client can be used to connect to the current version of Spotfire Server in order to upgrade or downgrade the client packages. However, it is recommended to always run the same version of client and server in production environments. See System Requirements.

Spotfire Automation Services

Version 14.4 of Spotfire Automation Services should be installed for compatibility with version 14.4 of Spotfire.

For instructions on how to upgrade to version 14.4 Spotfire Automation Services, see "Updating Services" in the *Spotfire Server and Environment - Installation and Administration* help.

Spotfire Qualification

Version 14.4 of Spotfire Qualification should be installed for compatibility with version 14.4 of Spotfire.

For instructions on how to upgrade to version 14.4 of Spotfire Qualification, see the Spotfire Qualification - Installation Guide.

Spotfire Documentation and Support Services

For information about the Spotfire® products, you can read the documentation, contact Spotfire Support, and join the Spotfire Community.

How to Access Spotfire Documentation

Documentation for Spotfire and TIBCO products is available on the TIBCO Product Documentation website, mainly in HTML and PDF formats.

The website is updated frequently and is more current than any other documentation included with the product.

Spotfire Documentation

The documentation for all Spotfire products is available on the Spotfire Documentation page. This page takes you directly to the latest version of each document.

To see documents for a specific Spotfire product or version, click the link of the product under 'Other versions', and on the product page, choose your version from the top right selector.

Release Version Support

Some release versions of Spotfire products are designated as long-term support (LTS) versions. LTS versions are typically supported for up to 36 months from release. Defect corrections will typically be delivered in a new release version and as hotfixes or service packs to one or more LTS versions. See also https://spotfi.re/lts.

How to Contact Support for Spotfire Products

You can contact the Support team in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the support portal at https://spotfi.re/support.
- For creating a Support case, you must have a valid maintenance or support contract with Cloud Software Group, Inc. You also need a user name and password to log in to https://spotfi.re/support. If you do not have a user name, you can request one by clicking **Register** on the website.

System Requirements for Spotfire Products

For information about the system requirements for Spotfire products, visit https://spotfi.re/sr.

How to join the Spotfire Community

The Spotfire Community is the official channel for Spotfire customers, partners, and employee subject matter experts to share and access their collective experience. The Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from Spotfire products. In addition, users can submit and vote on feature requests from within the Ideas Portal. For a free registration, go to https://spotfi.re/community.

Legal and Third-Party Notices

Addendum to Legal and Third-Party Notices

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