

Facebook Connect Proxy Override for Customers Behind a Web Proxy

In some cases a retailer's kiosks may be behind a web proxy that can cause connection issues when a consumer tries to access their Facebook account for uploading/downloading photos on the kiosk.

Retailers running APM version **8.2** or later who are affected by this should make the following XML change to address it:

Simply add this setting in the ***apmconfig_distrohub.xml*** in **C:\APM**

Proxy Authorization Override setting for apmconfig_distrohub.xml Before New Entry

Proxy Authorization Override setting for apmconfig_distrohub.xml Before New Entry

```
<UserWallURL>https://graph.facebook.com/{0}/feed?access_token={1}</UserWallURL>
</DHI_Facebook.dll>
```

Proxy Authorization Override setting for apmconfig_distrohub.xml After New Entry

Proxy Authorization Override setting for apmconfig_distrohub.xml After New Entry

```
<UserWallURL>https://graph.facebook.com/{0}/feed?access_token={1}</UserWallURL>
<ProxyAuthorization>false</ProxyAuthorization>
</DHI_Facebook.dll>
```



Warning

This setting should only be added when absolutely necessary. The Lucidiom APM employs its own proxy that communicates with Facebook and is whitelisted by Facebook to minimize security "road blocks" for users, therefore disabling it is not recommended unless required.

Additional Support

If you need assistance with troubleshooting Facebook Connect or making this change for Facebook connectivity, please contact our Support Department by emailing support@lucdiom.com.