

A decorative graphic consisting of a large grey horizontal bar with the text "FREQUENTLY ASKED QUESTIONS" centered inside it. To the left of the bar is a green square, and below the bar is a grey square. A white circle overlaps the bottom-left corner of the grey bar.

FREQUENTLY ASKED QUESTIONS

October 2012



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Find answers to your questions about mapworkspace

This document gathers the most frequently asked questions about the mapworkspace service. For better ease of use, we have organized these questions into seven sections, as follows:

1. [General](#)
2. [Publishing and managing maps](#)
3. [Consulting maps](#)
4. [Confidentiality, security, and performance](#)
5. [Technological environment](#)
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1 GENERAL

What is mapworkspace?

mapworkspace is an online service (SaaS) dedicated to MapInfo Professional® users to publish and share their maps on the Internet. Although solutions currently exist allowing users to add simple geographic information to free online map services, mapworkspace stands out as it leaves the mapping professional with complete latitude to create maps in MapInfo Professional, and then use mapworkspace to easily share them with their colleagues or other users. Public access allows non-GIS professionals to consult published information and interact with the authors in a user-friendly environment.

mapworkspace is available as an online service (SaaS, free or paying packages) or as an on-premise solution.

What are the benefits of using mapworkspace?

mapworkspace's accessibility and ease-of-use are truly unique. It allows individuals and organizations to benefit from a map sharing tool, without the worries of managing a technological infrastructure. Moreover, the different mapworkspace subscription packages allow to adjust the cost of the service to the users effective needs.

Why do I need mapworkspace?

mapworkspace takes advantage of the potential and expertise of human resources already in place (MapInfo Professional users) within organizations. It does not require any particular technology and development expertise for the client. Easy to use, the mapworkspace service provides capabilities for publishing and consulting maps that meet a vast majority of needs associated with a mapping application.

Do I have to be a GIS specialist or a developer to use mapworkspace?

No, mapworkspace provides its users with a highly visual and intuitive environment to publish, access and manipulate MapInfo workspaces on the Internet, and allows, within a few clicks, to integrate base maps from Google Maps or Open StreetMap.

2 PUBLISHING AND MANAGING MAPS

How are the service's interfaces and workflow organized?

The mapworkspace environment is simple and intuitive. It provides MapInfo users all the necessary options to publish their maps, configure, and share them simply, and rapidly.

Publishing maps: The author retains full control of his map's content and organization, from MapInfo all the way to the enduser, through the mapworkspace service. A simple process ensures the MapInfo files transfer to the mapworkspace platform, without any transformation and without the need for a specific intervention. Maps are immediately available and functional on mapworkspace.

Configuring maps: Options allow map authors to choose amongst a certain number of functionalities and to configure them in such a way as to best answer the needs of the endusers (layers configuration, search modes, named views, external base map integration (Google Maps and Open Street Map) and search and direction services from Google Maps). Authors also have the possibility to set such parameters as the display language, and the map size.

Sharing maps:

Authors have full control to define the environment in which they will share their maps, whether it be within the mapworkspace website or within their own website, using an embedding code.

Viewing maps:

The map is available for viewing within the map navigator. This is the environment put in place by the author to allow the users to view and manipulate the cartographic data.

Which versions of MapInfo Professional are supported by mapworkspace?

mapworkspace supports workspaces created in versions 9.5 to 11.5 of MapInfo Professional.

Is the solution compatible with the .tab (MapInfo) and .shp (ESRI) formats?

Yes, the solution supports both formats. mapworkspace primarily supports .TAB files from Pitney Bowes Software (MapInfo) and its .WOR file format. It is also possible to publish and use some of the .SHP file formats although using the native format is preferred for performance and compatibility reasons.

How is data transferred from the client desktop to the web server?

We use a Java applet to send data in HTTP POST, but its use is limited to the authors who must proceed to publishing their maps on mapworkspace.

Is it possible to configure a connection to my organization's database management system?

No, it is not possible. The mapworkspace service is a SaaS and therefore, for technological and security reasons, access to your corporate databases is not possible.

Does the solution allow autonomy in the application configuration (tools, map size, etc.)?

Yes, the authors have all the latitude to select and configure the tools for each of their maps. They can also configure such settings as the display language, title and description, or size of map.

3 CONSULTING MAPS

Does the service offer a simple mapping interface for the endusers?

Yes, the mapping interface is simple and intuitive. Moreover, the author can easily integrate his maps within his own website to offer the enduser an even more targeted and customized environment.

What kind of functionalities does the enduser have access to for consulting the maps?

The enduser has access to some fifteen functionalities. Depending on the configuration made by the map author, the enduser can obtain information linked to the map items, access attachments, view and modify the map content and structure, view the legend or a map overview, search for data, locate a point of interest, search for nearby locations, generate an itinerary, and finally, print or send the map by email, send the link to a friend, share the map on a social network, or download it as KML to view in Google Earth.

Does a plug-in or an Active X need to be installed to view a map?

No, consulting a map requires no plug-in or third party software.

Can mapworkspace run on a mobile device? Specify the limitations of the mobile version compared to the standard version.

Yes, all maps published on mapworkspace may be viewed on Android, iPhone and iPad devices. The use of a mobile web approach maximizes compatibility with different versions of operating systems and devices. The mobile display interface is simplified and optimized for these specific devices.

The mapworkspace mobile version provides access to a subset of the service's functionalities. Besides a secured access to the maps, the mobile version allows to recenter the maps according to the user's location (GPS), to choose the base map, and to consult the map properties (publication date, title and description), legend and layer control.

No application download is required. The optimized interfaces are an integral part of the solution.

4 CONFIDENTIALITY, SECURITY AND PERFORMANCE

Is mapworkspace a secured environment?

Yes, mapworkspace is a secured environment. In addition to offering complete security, role and permission management, mapworkspace provides a controlled access to each mapping application and uses standard http and https protocols for data publishing. Also, a comprehensive validation of mapworkspace integrity and security was performed.

Will my data, published on mapworkspace, remain confidential?

All data published on mapworkspace is for the client's exclusive use through the mapworkspace service and it will in no circumstances be shared or used by Korem.

Data published by our clients on the mapworkspace server must respect their respective terms of licence.

What types of roles or permissions are available in mapworkspace?

mapworkspace provides two user profiles, defined by the operations the users will be able to perform:

Viewing maps: Any user, authenticated or not, is able to view maps made available to them by the authors.

Creating and managing maps: This profile allows the authenticated user to publish their own MapInfo workspaces and to configure and share them inside or outside of mapworkspace. This profile includes viewing maps. Such a user is called an author.

Is it possible to create user accounts, manage access and make maps visible by each user?

This aspect varies depending on the subscription package the user adheres to. Indeed, only the person in charge of an Enterprise account has the latitude to create users and groups of users and this, only within his own account. Moreover, depending on the subscription package an author adheres to, he may determine the access to his maps (viewing only). A map may remain

private, be shared publicly with all other users (all packages), or only with one or many specific users or groups of users. (Enterprise package only).

Does mapworkspace support the https protocol?

Yes, depending on the subscription package a client adheres to, it is possible to configure the server to comply with the https protocol.

Is the management of heavy layers of geographic information fast and efficient?

Yes, the software underlying the service is particularly effective for the management of heavy layers as it provides opportunities to display them depending on zoom levels and depending on the visible portion of the map, thus easing navigation and accelerating processing of the information to be displayed.

5 TECHNOLOGICAL ENVIRONMENT

On what kind of architecture is mapworkspace built?

The mapworkspace architecture is Web-based and Service-oriented (SOA). A web application server is hosting the GIS server with a Web 2.0/Ajax architecture on the client-side.

In which language is mapworkspace developed?

mapworkspace is developed in Java and JavaScript.

What web browsers are supported?

The service is certified for Internet Explorer 8 and 9, Firefox 3.6 to 12 and Chrome 20. For viewing the maps only, the service is compatible with Safari 5, on PC and Mac.

6 DEVELOPMENT AND INTEGRATION

Can a custom solution be developed with mapworkspace?

No, mapworkspace is not a development platform.

Is it possible to easily and rapidly integrate a map in a website?

Yes, an embedding code allows the authors to integrate their mapworkspace maps into their websites with a simple copy-paste. The embedding code is simply an HTML tag calling a Javascript code which, in turn, generates HTML code within the current webpage to insert the map.

Is it possible to configure the integration of a map in an external page?

Yes, it is possible to specify the map size and display language. It is also possible to restrict the map access using domain names.

Is it possible to integrate a mapworkspace map into Google Maps?

Yes, it is possible. If you already have your own Google Maps application, you can integrate your mapworkspace map into it. In fact, mapworkspace provides an Overlay object that you can use with your Google Maps instance. Please note that this option is for the mapworkspace advanced users and requires programming knowledge.

Is the service opened to external Web services (geocoding, routing, WMS)?

Yes, mapworkspace is opened to external services.

Map layers originating from a web map server and complying with the WMS 1.3.1 OGC standard can be integrated into the MapInfo workspace and will be supported in mapworkspace. Moreover, mapworkspace allows the integration of external base maps from such tile servers as Google Maps and Open StreetMap and the use of Google Maps geocoding and routing functionalities

7 SUPPORT, DOCUMENTATION AND TRAINING

Do you offer any technical support services?

Yes. Depending on your needs and on the subscription package you adhere to, a full range of technical support service plans are available. Our support team can be reached by phone or email. Service hours will depend on the level of support in which you have enrolled.

In which language are support services offered?

Support services for mapworkspace are offered in English and French by our Quebec City based team (Canada).

What is the service update frequency?

mapworkspace is delivered under the approach of a continuously evolving environment. New features are regularly added to the service through the year.

Is there user documentation for the service?

Yes, documentation is available in English and French. We provide a guide for the MapInfo users, with guidelines and recommendations for the creation and optimization of maps to be published and shared on mapworkspace.

Do you offer training for this service?

No, there is no training provided. The service is simple and intuitive and does not require a training.

