

Intuiface Platform Infrastructure

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2. Document scope and content

This document describes:

- three Intuiface usage models, from the most open model (where all Intuiface cloud-based services are used) through the most closed model (where none are used).
- global architecture for the Intuiface Platform Infrastructure
- links and dataflow between Intuiface Players, Composer, and various cloud-based servers
- how and where Intuiface data are stored
- all endpoints needed by Intuiface Players and Composer.

2.1. To understand this document

The Intuiface platform is made up of three main components: Intuiface Composer, Intuiface Players, and Intuiface Cloud:

1. Intuiface Composer, enabling the authoring of Experiences on a given Windows-based computer;
2. Intuiface Players¹, enabling the execution of one Experience directly or indirectly (e.g. from within a web page) on a given device powered by a growing list of operating systems. The Intuiface platform includes two Players:
 - Player Classic, our original Player technology for the Windows operating system.
 - Player (previously known as Player Next Gen), our current Player technology for all Intuiface-supported operating systems, including Windows.
3. Intuiface Cloud, powered by Amazon AWS, consists of the following features:
 - i. Analytics, enabling the transfer of data collected from one Experience executing on a given device to The Company database server in the cloud, the visualization of this data as charts within dashboards, and the sharing of such dashboards;
 - ii. Headless CMS, enabling the upload, organization, and storage of content in the cloud and access to that content from within an Experience;
 - iii. Share & Deploy, enabling the sharing and deployment of Experiences and the remote management of the Software and Experiences via a web browser;
 - iv. Account Management, enabling the purchase and management of Intuiface licenses and the remote storage of content.

For more about Composer, Players, and the components of Intuiface Cloud, see our [Overview page](#).

Composer and Player Classic can be used without Internet access. However, several Cloud features – like Analytics and the Headless CMS – are only available if access to various Intuiface servers is granted.

¹ In this document, "Players" refers to both Player Classic and Player. "Player" refers only to the software known previously as Player Next Gen.

3. Summary of Intuiface Usage Models

Intuiface's infrastructure requirements are quite flexible. As a result, multiple options are available, enabling the selection of the most appropriate for a given set of IT restrictions and preferences. The following three scenarios are examples of possible Intuiface usage models, from the most open model (where all Intuiface cloud-based services are used) to the most closed model (where none are used).

3.1. Full Cloud

Use Intuiface Cloud Storage to store published Intuiface experiences (Intuiface projects are referred to as "experiences") and Headless CMS content. All Intuiface cloud services, such as remote experience deployment onto Players, Analytics, and Headless CMS, are available.

3.2. No Experience Publishing

Experiences are not published to the Intuiface Cloud. Intuiface experiences are deployed either [manually](#) or via in-house automated means. All devices running Composer and Players have at least occasional access to the Internet, so their licenses can be checked and renewed when required. Players can still use Analytics; locally stored data points are sent to the Analytics server when Players have access to the Internet. Experiences can also still access and use Headless CMS content stored on Intuiface Cloud.

3.3. Offline

Intuiface experiences are managed using a LAN file system; deployment onto Player Classic (reminder: Windows only) is an in-house responsibility.

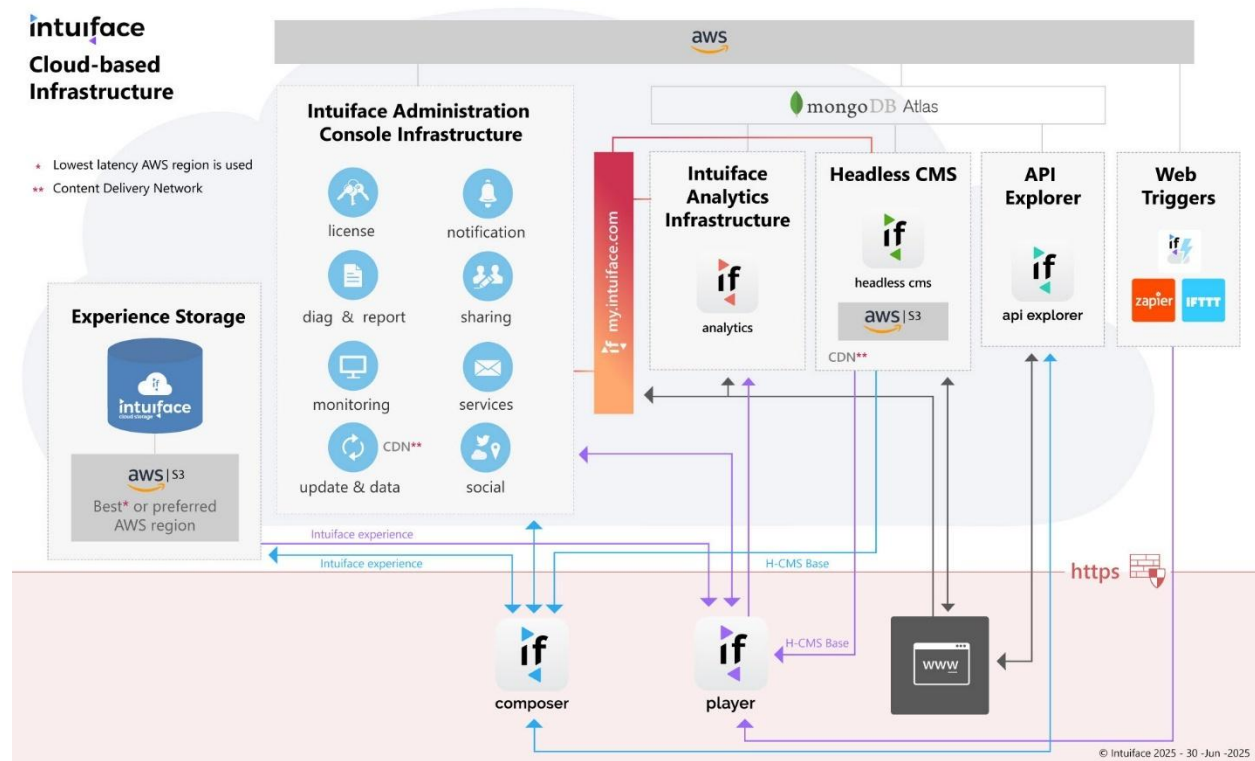
With an offline usage model, it is not possible to remotely deploy or manage experiences. Analytics and Headless CMS are also unusable. [Intuiface's offline licensing option](#) is also required, involving manual license requests submitted to Intuiface Technical Support. All in all, about 70% of Intuiface's capabilities will be accessible. (Still impressive by any measure!)

4. Introduction and Global Architecture

The Intuiface Platform Infrastructure can be broken down into four distinct cloud-based components:

1. Intuiface Cloud Storage: Stores and manages experiences published to the cloud storage provided by Intuiface.
2. Intuiface Administration Console Infrastructure: Manages Intuiface user information, metadata for published experiences, and all business-related processes.
3. Headless CMS: Manages and stores content to be used by experiences
4. Intuiface Analytics Infrastructure: Manages and stores data points collected by Analytics feature.

These four components are outlined in the global architecture diagram below:



For a summary of how Intuiface works, visit our online [Overview](#) page

4.1. Global security considerations

Intuiface Platform Infrastructure is entirely based on AWS (Amazon Web Services), which offers a high level of information security (confidentiality, integrity, and availability), as demonstrated by several security-related certifications (including ISO27001, SOC 1, SOC 2, SOC 3).

All Intuiface Cloud traffic uses https. Starting with Version 6.1.6, Intuiface Player Classic and Intuiface Composer use the cryptographic protocol TLS1.2. Player use TLS1.2 or TLS1.3

Intuiface Players and Composer only need outbound connections, so only outbound port 443 must be opened for Composer and Players to access Intuiface servers. Players and Composer do not use an inbound connection.

The AWS Firewall protects Intuiface's entire AWS infrastructure. All storage is encrypted at rest using AWS default encryption (AES-256).

4.2. Authentication

Authentication on my.intuiface.com is accomplished:

Authentication method 1

Using an account's email address and password. The password must be either:

- a minimum of 8 chars long with 4 classes of chars (lowercase, uppercase, digit, and special chars). Starting 11-June-2024, this minimum was increased to 12 characters for new users and when a password is updated.

OR

- 16 chars long with at least 2 different classes of chars

Passwords are not stored on my.intuiface.com. Only their salted hashes (HMACSHA-1) are stored on the server. After five authentication failures in less than one hour, authentication is locked for one hour to prevent brute-force password trials.

Authentication method 2

Using SSO and SAML 2.0 for enterprise accounts as described in this article [Logging in using SSO \(Single Sign-On\)](#)

4.3. Audit Trail

All security-related actions for organization and account management, user access (such as bad password entry during authentication or locked accounts), product licensing, and experience usage, sharing, and deployment are recorded in an Intuiface audit trail uniquely available to Intuiface Enterprise-level accounts. See [Audit Trail documentation](#) for more details.

4.4. Monitoring Intuiface services

Server status can be monitored at status.intuiface.com. On that site, one can subscribe to receive real-time notifications about server issues via text message, email, Slack, Microsoft Teams or webhook. See [Track Status of Intuiface Cloud Services](#) for more information.

4.5. Server Maintenance

Intuiface servers undergo maintenance annually and for no more than 2 hours. Maintenance periods are announced on status.intuiface.com, and notifications are sent to subscribers.

NB: There is no impact on Players with active licenses during a maintenance period. However, activating a new license, accessing my.intuiface.com, and enabling authentication on support.intuiface.com are not possible.

4.6. Backup

Intuiface Data and Servers rely on:

- AWS Managed Services (whose backups are managed and guaranteed by AWS).
- Databases hosted by MongoDB Inc. They use AWS Infrastructure and manage secure backups.
- Servers managed by Intuiface; these servers are backed up using AWS/Backup managed services.

Backups are performed regularly. Critical Databases can be restored within one hour in case of a critical incident. Restorations are tested at least once annually.

4.7. Human Resources

All technical and non-technical employees regularly attend information security training. (New hires first receive this training during their initial week.) All employees are also required to attend a Personal Information Privacy awareness session. All technical staff follow yearly security training on OWASP Top 10 Security Risks as well as on OWASP Top 10 Proactive Controls.

When employees leave the company, their access to all computer systems is canceled or made inaccessible within less than 2 hours.

Privileged accounts are only assigned after a manager's request. All privileged accounts are verified quarterly.

Access to production servers is limited to selected staff. Authentication is protected by IP address restriction and requires MFA.

4.8. Server logs

Intuiface retains server logs for no longer than one year and for internal use only to assist in our efforts to enhance Intuiface products.

4.9. Vulnerability Disclosure

Intuiface maintains a [Vulnerability Disclosure Program](#) to enable security researchers to report vulnerabilities they may have found.

4.10. Certification and compliance

Intuiface received its ISO/IEC 27001 certification in April 2020, renewed in 2023. Intuiface Players and Composer, Intuiface Cloud Storage, Intuiface Administration Console Infrastructure, Headless CMS, and Intuiface Analytics Infrastructure are within [the scope of this certification](#).

Intuiface is audited annually, as required by ISO27001, both by a third-party company and a certification body, to check ISO27001 compliance.

Intuiface servers are pentested by a third party once a year. Any discovered Critical or High vulnerability is fixed and then rechecked by the third party.

As a company established in Europe, Intuiface follows European regulation 2016/679, named GDPR (General Data Protection Regulation), which aims at protecting fundamental rights and freedoms of natural persons - in particular, their right to the protection of personal data - for all users and customers.

5. Intuiface Experience Storage

A prerequisite for sharing and remotely deploying an experience is to publish that experience onto Intuiface Cloud Storage.

Documentation for [how to configure Intuiface cloud storage](#) can be found online.

Intuiface experiences do not have to be published to be deployed to other devices. See our article about [how to deploy unpublished experiences](#) for details.

Intuiface Experience Storage does not retain a history of experience versions. Only the most recently published instance of an experience is saved. Also, no backup is kept if an Experience is deleted from the Share & Deploy Console (see [Delete a published experience](#)). As a result, experience versions should be backed up from the Windows device on which they have been edited in Composer using an independent, user-driven process.

5.1. Intuiface Cloud Storage (default option)

Intuiface Cloud Storage is built on Amazon S3 (Simple Storage Service) and uses Amazon IAM services. The Amazon S3 region closest to the country of a given Intuiface account (determined via GeoIP) is selected as the default content storage location for experiences published by users of that account. The account's closest Amazon S3 region is determined during the first experience publish. The AWS S3 region can be changed at any time at both the account and individual experience levels and will apply to all future publish actions. See our guidance for [how to change the experience storage location](#).

Amazon S3 storage is designed for high integrity and availability. According to Amazon, the durability of each file is 99.999999999%², and availability is 99.99%.

All Intuiface experiences stored in Intuiface Cloud Storage are file-level encrypted (at-rest encrypted) using Amazon S3-Managed Keys (SSE-S3) based on an AES 256-bit cipher. The access to experiences stored in Intuiface Cloud Storage is based on AWS Security Token Service. Players and Composer can only access experiences owned by the Intuiface account associated with the Players and Composer license (or shared with the Intuiface account).

To retrieve or update an experience, the user must use Composer or Players; there are no external links to the experience or its content. To use Intuiface Cloud Storage, Players and Composer must be permitted to access the domain **amazonaws.com** (port 443). Alternatively, you may restrict access to the domains in the table below (port 443).

² This means that if you own 1000 experiences with 1000 different files in each experience, you will – on average - only lose a file every 100 000 years.

The following table lists the default locations of Intuiface storage per country or world region and their domains.

Table 1

Region in the world	Default Location of Intuiface Storage	Domains used by Composer and Player Classic	Domains used by Player
US + Central-America	US (North Virginia)	s3.us-east-1.amazonaws.com	xp-us-east-1.intuiface.com
	NB: US (Oregon) is also available but not as a default region	s3.us-west-2.amazonaws.com	xp-us-west-2.intuiface.com
Canada	Canada (Montreal)	s3.ca-central-1.amazonaws.com	xp-ca-central-1.intuiface.com
South-America	Brazil (Sao Paulo)	s3-sa-east-1.amazonaws.com	xp-sa-east-1.intuiface.com
Europe	Germany (Frankfurt)	s3.eu-central-1.amazonaws.com	xp-eu-central-1.intuiface.com
	Ireland	s3-eu-west-1.amazonaws.com	xp-eu-west-1.intuiface.com
	Great-Britain (London)	s3.eu-west-2.amazonaws.com	xp-eu-west-2.intuiface.com
	France (Paris)	s3.eu-west-3.amazonaws.com	xp-eu-west-2.intuiface.com
Japan area	Japan (Tokyo)	s3-ap-northeast-1.amazonaws.com	xp-northeast-1.intuiface.com
Korea area	Korea (Seoul)	s3.ap-northeast-2.amazonaws.com	xp-northeast-2.intuiface.com
India area	India (Mumbai)	s3.ap-south-1.amazonaws.com	xp-ap-south-1.intuiface.com
Singapore area including China	Singapore	s3.ap-southeast-1.amazonaws.com	xp-ap-southeast-1.intuiface.com
ANZ area	Australia (Sydney)	s3.ap-southeast-2.amazonaws.com	xp-ap-southeast-2.intuiface.com
Southern Africa	South Africa	s3.af-south-1.amazonaws.com	xp-af-south-1.intuiface.com

5.2. User-configured Amazon S3 bucket - deprecated

This feature was deprecated in Sept 2023. It continues to work for customers who opt to publish to a user-owned bucket and is limited to Player Classic. Users can no longer configure a bucket.

6. Headless CMS

Intuiface users have access to an online Headless Content Management System (Headless CMS, or H-CMS) to manage the content displayed in an experience. The content is organized in Bases. A Base is created and structured by the account owner from within my.intuiface.com. Then, a Base can be filled with content (data or media) by the owner or by other authorized users, assuming:

- The owner shared the Base with other users
- Other users either already possess a user profile or create their user profile
- Other users authenticate successfully

Based on their Headless CMS role, the other users can:

- use a Base in an Intuiface Experience
- display and update the Base Structure
- upload or modify Base content.
- add/remove/configure Base users

6.1. Headless CMS content uploading and downloading flows

Bases are referenced by Experiences created with Composer. Intuiface Composer and Intuiface Players then download these Bases (i.e. their structure and content). Both structure and content are cached locally on Composer and Players devices. When a Base is modified (e.g. structure modified or new content uploaded), only updates (structure and content) will be downloaded.

Base structure and content are displayed and updated using the Headless CMS web client.

6.2. Headless CMS Infrastructure

Headless CMS servers and databases are located in N.-Virginia (United States).

S3 buckets, used to store media, are located in North Virginia (United States), Frankfurt (EU), and Singapore. Users can change the bucket a Base uses to any of these three options.

Bases (both structure and content) are distributed using AWS Edge CDN (Content Delivery Network) to optimize distribution and reduce download time.

To ensure confidentiality, all downloads through CDN require authentication. This prevents unauthorized access to a Base. Headless CMS uses both a MongoDB database hosted by MongoDB Inc. in N.-Virginia and AWS/S3 buckets in the three regions listed above. The MongoDB database is automatically backed up every day. Daily backups are retained for seven (7) days and replicated in different AWS zones (i.e. AWS data center).

Structure and content stored on AWS/S3 buckets are backed up for 180 days after deletion or replacement by an updated version. Backups are fully deleted six (6) months later. Currently, users have no rollback capability to restore previous or deleted versions of structure and content.

7. Intuiface Administration Console Infrastructure

Intuiface Administration Console Infrastructure servers and databases are all located in Ireland (eu-west-1 AWS region).

All Organization, Account, User, and Intuiface experience metadata are stored in an AWS RDS (Relational Database Service) database located in the eu-west-1 region of Europe. These metadata include:

- Intuiface Organization with its owner, including the company name and optional billing email contacts, list of invoices
- Billing information: billing address and if the products are purchased online using a credit card (only the last four digits and expiration date of a credit card are stored)
- Intuiface Users email & password (salted-hashed sha256), linked to one or several Accounts;
 - Includes first name, last name, and User ID of the users,
 - Includes company information of the users
- User ID for the Intuiface User,
- **IF-ID** which groups license-related information such as:
 - License ID,
 - Device ID,
 - Intuiface application name
 - Intuiface application version
 - And also the name of the device on which the license is in use
- Device information (see [Batch Player activation](#)). The following information is deleted after a device retrieves a valid license:
 - Serial Number for specific device types
 - MAC address
- List of cloud storage connectors (**Storage-ID**):
 - If Intuiface Cloud Storage: its location
 - If user-configured Amazon S3 bucket [deprecated]: encrypted credentials and location
- List of cloud-stored experiences. For each Experience:
 - Its **IF-XP**, which includes Intuiface Experience ID, Intuiface Experience name, Intuiface Experience size, Intuiface Experience initial scene snapshot image
 - Storage ID of the storage option associated with the experience

All user and Intuiface experience metadata are storage-level encrypted (at-rest encrypted) using Intuiface's AWS RDS default encryption key.

7.1. Experience publishing and downloading flows

In response to a Publish request, Composer retrieves experience storage temporary credentials from sharing.intuilab.com, then directly accesses the user's storage environment and publishes all of the required³ files that are part of an Intuiface experience (.ifx, .ifx.json, ifxp and all media).

In response to a Download request, Composer or Players retrieves experience storage temporary credentials from sharing.intuilab.com, then directly accesses the experience owner's storage environment and downloads all of the required³ files that are part of an Intuiface experience (.ifx, .ifx.json, .ifxp and all media).

In response to the Deployment (or Push) of an experience to a Players, initiated via the Intuiface Share and Deploy console (my.intuiface.com/shareanddeploy/#!/devices), a command is prepared to be read by Players. Player (or the Player Agent in the case of Player Classic) regularly polls commands at monitoring.intuilab.com. When an Experience Deployment (or Push) command is waiting, Player interprets the command and retrieves experience storage temporary credentials from sharing.intuilab.com, then directly accesses the user's storage environment and downloads all of the required files that are part of an Intuiface experience (.ifx, .json, .ifxp, and all media).

Temporary credentials delivered to Composer or Players remain available for a limited time for security reasons.

7.2. Device management

Users can manage their Players and configure some Players properties from the Share & Deploy console. This is described in the Intuiface Help Center chapter, "[Publish, Share and Deploy Experiences](#)". Users may restart Players, reboot Windows devices, and plan future or periodic operations.

³ Intuiface optimizes the publish/download process by only uploading/downloading files that have been modified, added, or deleted from an experience.

8. Intuiface Analytics Infrastructure

The Intuiface Analytics Infrastructure exists to support the Analytics feature. It gathers and collates user-specified data collected by Intuiface Players and facilitates data-based chart and dashboard creation for measuring and monitoring user-defined KPIs (key performance indicators).

Intuiface Analytics Infrastructure servers, databases, and S3 buckets are all located in N.-Virginia United States (us-east-1 AWS region).

Information collected by an Intuiface experience when using the Intuiface Analytics feature - i.e. the IF-ID and all data point content - are stored in a MongoDB database hosted by MongoDB Inc. www.mongodb.com/atlas/database which, in turn, is running on AWS in the us-east-1 region of the United States. The database is automatically backed up every day. Daily backups are retained for seven (7) days and replicated in different AWS zones (i.e. AWS data center).

9. List of all services used by Intuiface

9.1. Websites used by Intuiface

Web site	Intuiface Subdomain	Service Description
Public website	www.intuiface.com	
Intuiface Administration Console	my.intuiface.com	User account and license management, license purchase, experience deployment, experience sharing, access to collected data points
Support site	support.intuiface.com	Intuiface Support site and Help Center (documentation)
User Community	community.intuiface.com	Open discussions within and among the Intuiface user community
Intuiface Academy	academy.intuiface.com	Courses and videos to learn Intuiface
Analytics dashboard	my.if-dashboard.com	Access to shared Analytics dashboard

9.2. Services used by Composer

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
Windows installers	data.intuilab.com	Download of installers for Composer	Composer Installers
Player download	player.intuiface.com installer.intuiface.com	Enable Composer to access Player installers	Player Installer
Licensing	license.intuilab.com	License activation, license check, and login	<ul style="list-style-type: none"> • IF-ID • Computer Name • Email/password if login
Composer update	update.intuilab.com	Information about update availability. There is no auto-update feature. This service is limited to	<ul style="list-style-type: none"> • IF-ID

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
		update availability notification.	
Experience publish & download	sharing.intuilab.com & Domains used for storage see the list of used domains above.	Experience publish & download	<ul style="list-style-type: none"> • IF-ID • IF-XP
H-CMS base access	api-hcms.intuiface.com & hcms.intuiface.com	Using H-CMS base	<ul style="list-style-type: none"> • IF-ID • IF-Base • Structure • Content
Examples Catalog	s3-eu-west-1.amazonaws.com	Access to free experiences published by Intuiface and partners	<ul style="list-style-type: none"> • IF-ID
Analytics	analytics.intuilab.com	Storage of data points	<ul style="list-style-type: none"> • IF-ID • Data point content
Information notification	services.intuilab.com & notifications.intuilab.com	Information displayed in Composer's Messaging Window	<ul style="list-style-type: none"> • IF-ID
Usage reports	report.intuilab.com	Used by Intuiface Customer Support and for usage analysis	<ul style="list-style-type: none"> • IF-ID • Experience-independent Composer/Player events
Crash and error reports	diag.intuilab.com sentry.intuilab.com	Used by Intuiface Customer Support	<ul style="list-style-type: none"> • IF-ID • Intuiface account email address • Application stack-trace • Last 50 lines of logs • undo & redo stack • OS and device information

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
Third-party services proxy	social.intuilab.com	Used as a proxy server for Twitter, Weather, GeoIP	<ul style="list-style-type: none"> City/zip code for weather IP address for geolocation
API Explorer	api-explorer.intuiface.com		<ul style="list-style-type: none"> IF-ID API Request URL .ifd descriptor
Email as a service	services.intuilab.com		<ul style="list-style-type: none"> IF-ID Email fields: from/to/subject/body/attachment(s)
Template & Design Accelerator Download	data.intuilab.com	Download templates and design accelerators into Composer	
Web Triggers	webtriggers.intuilab.com	Enables Players to receive a message from any device on the Internet (v6.2 and later)	<ul style="list-style-type: none"> IF-ID associated tags <p>using Web Sockets on https port (443)</p>

9.3. Services used by Player Classic

Important notice for Windows devices running a Player Classic located behind a proxy:

If the proxy uses an authentication based on a Windows session AND if Player Classic is managed via the Intuiface Share & Deploy console:

In such a case, be sure to apply the workaround described in the Intuiface Help Center article "[Configuring Intuiface Player Agent if it must use a Proxy](#)"

NB: All services listed below require the URL license.intuilab.com to be accessible. If not accessible, no other service will be available.

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
Windows installers	data.intuilab.com	Download of installers for player update	Installers
Licensing	license.intuilab.com	License activation, license check, and login	<ul style="list-style-type: none"> • IF-ID • Computer Name • Email/password login if
Experience download	sharing.intuilab.com & Domains used for storage see the list of used domains above.		<ul style="list-style-type: none"> • IF-ID • IF-XP
Remote Players management	monitoring.intuilab.com	<ul style="list-style-type: none"> • Remote Player software upgrade • Remote deployment of Intuiface experience • restart • PC reboot • monitoring • event reporting 	<ul style="list-style-type: none"> • IF-ID • Computer Name • Players Events
H-CMS base access	api-hcms.intuiface.com & hcms.intuiface.com	Using H-CMS base	<ul style="list-style-type: none"> • IF-ID • IF-Base • Structure • Content
Examples Catalog	s3-eu-west-1.amazonaws.com	Access to free experiences published by Intuiface	<ul style="list-style-type: none"> • IF-ID
Analytics	analytics.intuilab.com	Storage of data points	<ul style="list-style-type: none"> • IF-ID • Data point content
Usage reports	report.intuilab.com	Used by Intuiface Customer Support and for usage analysis	<ul style="list-style-type: none"> • IF-ID • Player events
			<ul style="list-style-type: none"> • IF-ID

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
Crash and error reports	diag.intuilab.com & sentry.intuilab.com	Used by Intuiface Customer Support	<ul style="list-style-type: none"> • Intuiface account email address • Application stack-trace • Last 50 lines of logs • OS and device information • IP address
Third-party services proxy	social.intuilab.com	Used as a proxy server for Weather, GeoIP	<ul style="list-style-type: none"> • City/zip code for weather • IP address for geolocation
Email as a service	services.intuilab.com		<ul style="list-style-type: none"> • IF-ID • Email fields: from/to/subject/body/attachment(s)
Web Triggers	webtriggers.intuilab.com	Enables Players to receive a message from any device on the Internet (v6.2 and later)	<ul style="list-style-type: none"> • IF-ID • associated tags <p>using Web Sockets on https port (443)</p>

Special notice for the Windows self-installer feature:

Experience creators using Player Classic may share an experience using the [Creating an experience self-installer for Windows](#) feature. The creator sends a generated URL to a user.

The URL will download a small installer from my.intuiface.com. This installer, which does not require local admin rights, will download and install Player Classic (unless it is already installed). This Player Classic then uses the same domains listed above as the regular Player Classic.

9.4. Services used by Player (ie Player Next Gen)

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
General Services for Player	player-api-production.intuiface.com & my.intuiface.com	License checks, Experience Download, Update, Diagnostic	<ul style="list-style-type: none"> • IF-ID • IF-XP
Remote Players management	monitoring.intuiface.com (for Player)	<ul style="list-style-type: none"> • Remote Player software upgrade • PC reboot • Remote deployment of Intuiface experiences • Players monitoring • Players event reporting 	<ul style="list-style-type: none"> • IF-ID • Computer Name • Players Events (i.e. start, reboot)
H-CMS base access	api-hcms.intuiface.com & hcms.intuiface.com	Using H-CMS base	<ul style="list-style-type: none"> • IF-ID • IF-Base • Web client • Structure Content
Examples Catalog	xp-us-east-1.intuiface.com	Access to free experiences published by Intuiface	<ul style="list-style-type: none"> • IF-ID
Analytics	analytics.intuilab.com	Storage of data points	<ul style="list-style-type: none"> • IF-ID • Data point content
Third-party services proxy	social.intuilab.com	Used as a proxy server for Weather, GeoIP	<ul style="list-style-type: none"> • City/zip code for weather • IP address for geolocation
Email as a service	services.intuilab.com	To allow experience to send emails	<ul style="list-style-type: none"> • IF-ID • Email fields: from/to/subject/body/attachment(s)

Intuiface Service	Intuiface Subdomain	Service Description	Data Exchanged Across Firewall
Web Triggers	webtriggers.intuilab.com	Enables Players to receive a message from any device on the Internet (v6.2 and later)	<ul style="list-style-type: none"> • IF-ID • associated tags using Web Sockets on https port (443)

9.5. Services associated with third-party URLs, used by Composer and Players

Intuiface Service	Third-Party domains	Service Description
Map Collection	Mapbox: api.mapbox.com Bing Maps: ecn.t[1-4].tiles.virtualearth.net/ Azure Maps: atlas.microsoft.com	Get map content when using the Map Collection for either of Intuiface's map providers, Mapbox, Bing Maps [deprecated], and Azure Maps
YouTube Asset	Any YouTube URL	Display a video in the YouTube Asset

10. Document updates

- 14-Aug-2025
 - Domains used by Players were fixed in Table 1.
 - Domains needed by Composer, Player Classic (on Windows) and Players have been split into three paragraphs to ease readability.
 - Intuiface Business Management Infrastructure was renamed Intuiface Console Administration Infrastructure
 - Intuiface Analytics Management Infrastructure was renamed Intuiface Analytics Infrastructure
- 13-May-2025
 - Taking into account the Team Management feature
 - differentiating Player Classic and Player “Next Gen”
 - minor updates of the endpoints used by Player Classic and Player
- 13-Nov-2024
 - Taking into account Player Next Gen on Windows
 - Rewording the share-by-URL feature into "Creating an experience self-installer for Windows"
 - Introducing Intuiface Vulnerability Disclosure Program
- 12 June 2024
 - New password minimum length was extended from 8 to 12 characters
- 25-Apr-2024
 - Adding information about ISO27001 audits and pentests
 - Marketplace renamed to Examples Catalog
 - Headless CMS media storage on AWS now supports Frankfurt (EU) and Singapore in addition to N.Virginia.
- 7-Sept-2023
 - User-configured Amazon S3 bucket is deprecated
- 28-June-2023
 - Geographic locations of Intuiface servers and databases is now indicated for all servers
 - A notice was added for Intuiface Players running behind a proxy using Windows authentication
 - https TLS1.3 is now also supported by Players.
 - Fix an error in the hash function used for encrypting password (HMACSHA-1 and not AES-256)
- 06-Sept-2022
 - Added requirements for the share-by-url feature
 - Added domains required to use Player Next Gen
 - Added information about server maintenance and server logs
- 05-Feb-2022
 - In § "Global security considerations", additions about Human Resources and GDPR
 - Information sent in crash reports has been detailed
- 20-Sept-2021
 - Introduced H-CMS
 - Additions in the § Global security considerations

- FTPS storage deprecated end of 2022
- 30-March-2021
 - Fixed minor error for the URL used by the API explorer
 - Minor additions in the § Global security considerations
- 30-June-2020
 - Document reorganization to better describe the Intuiface Platform
 - Additional details were added
- 12-June-2020
 - Updated Intuiface Cloud Storage section, with new storage located in France
- 18-May-2020
 - Added how to enhance security by restricting IP access to a user-configured Amazon S3 bucket
- 12-May-2020
 - Document reorganization to better describe the various Intuiface Cloud-based Infrastructures
- 06-Jan-2020
 - Added this Document Updates section
 - Added a fourth scenario in Usage Models
 - Minor wording fixes
- 19-Nov-2019
 - Added Intuiface Cloud Storage domain names for the default storage locations associated with each country or world region
 - Updated some hyperlinks
- 01-Jul-2019:
 - Added a chapter describing three usage models