When your Viewport is giving an error of 
"(Viewport URL) refused to connect"

Last updated: Mon, 03 Jun 2019 19:30:11 GMT

Symptom

• Viewport URL comes up on the chat page and states that it refused to connect. This is also the same error you get when they use a framebusting URL.

Resolution

Short introduction or instructions to follow these steps:

1. Get a screenshot of the Viewport URL page when doing a CTRL U on the page.
2. You will see the Viewport URL showing in the script but in the results page you will see errors: Refused to display (The Viewport URL) in a frame because it set 'X-Frame-Options' to 'Same Origin'.
3. This is an issue that your web designers will have to resolve or you will have to use a qwidget without a Viewport.
4. If this was a framebusting URL you would not see the errors other than the refused to connect error on the first screen.