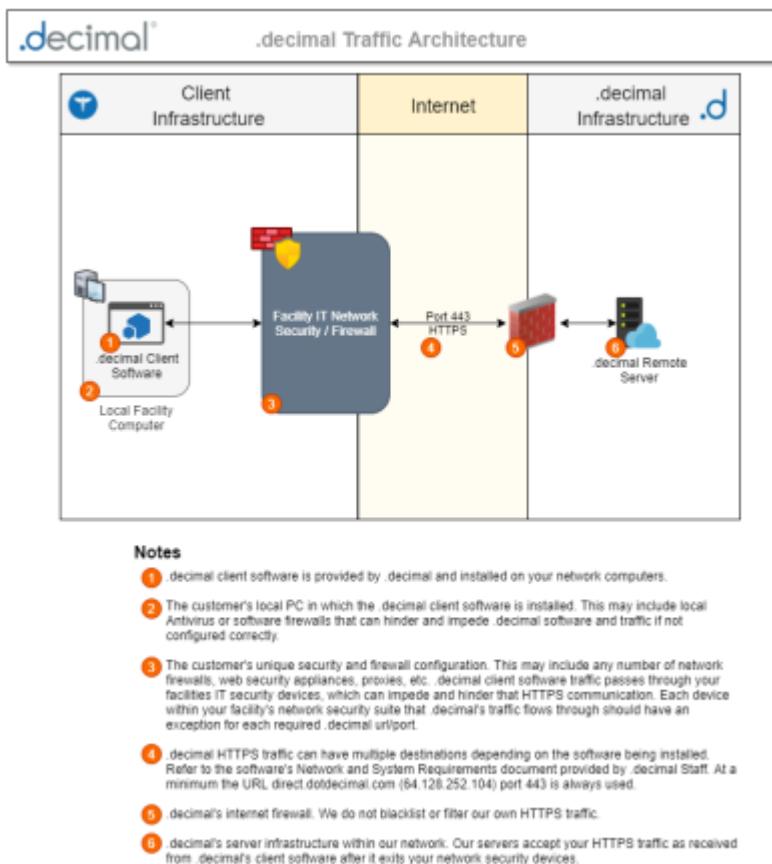


# IT/Network Troubleshooting

Each customer and hospital IT department can implement their own unique security and firewall policies that can impact .decimal's software. This guide provides some general troubleshooting steps to help IT departments ensure they are not blocking or interfering with .decimal software and the HTTPS requests to .decimal's servers that are required to install, authenticate, and place device orders.

## Traffic Architecture

.decimal's applications communicate via HTTPS to our server resources. The diagram below demonstrates this:



## Common Issues and Resolutions

### 1. Blocking the required .decimal url/port:

1. .decimal applications require specific urls(or IPs) and ports to be unblocked in order to authenticate and place orders to .decimal's servers. Refer to the System and Network Requirements document provided by .decimal staff.

### 2. Proxies / Web Security Appliance (WSA):

1. Some WSAs will attempt to decrypt and inspect our HTTPS traffic. Some customers have needed to include an exception in this security device as this can impact and cause our encrypted and authenticated HTTPS traffic to encounter errors while in transit between the client software installed at the clinical facility and .decimal's servers.

## Troubleshooting Steps

### Compatibility Checker

Running the compatibility checker will ensure that all required .decimal IP addresses and ports are not being blocked

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