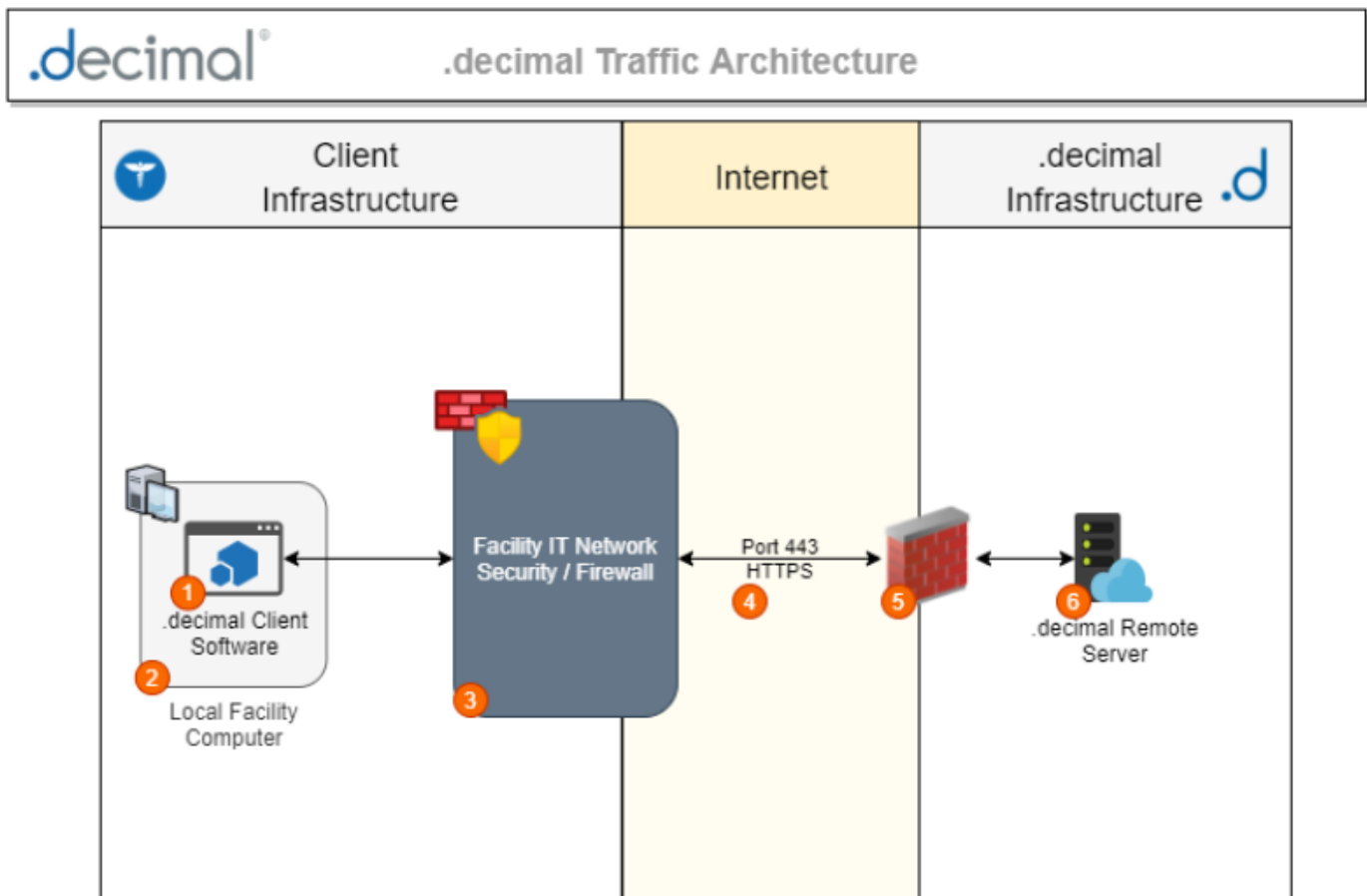


# IT/Network Troubleshooting

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:



### Notes

- 1 .decimal client software is provided by .decimal and installed on your network computers.
- 2 The customer's local PC in which the .decimal client software is installed. This may include local Antivirus or software firewalls that can hinder and impede .decimal software and traffic if not configured correctly.
- 3 The customer's unique security and firewall configuration. This may include any number of network firewalls, web security appliances, proxies, etc. .decimal client software traffic passes through your facilities IT security devices, which can impede and hinder that HTTPS communication. Each device within your facility's network security suite that .decimal's traffic flows through should have an exception for each required .decimal url/port.
- 4 .decimal HTTPS traffic can have multiple destinations depending on the software being installed. Refer to the software's Network and System Requirements document provided by .decimal Staff. At a minimum the URL [direct.dotdecimal.com](https://direct.dotdecimal.com) (64.128.252.104) port 443 is always used.
- 5 .decimal's internet firewall. We do not blacklist or filter our own HTTPS traffic.
- 6 .decimal's server infrastructure within our network. Our servers accept your HTTPS traffic as received from .decimal's client software after it exits your network security devices.

## 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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