



Firewall and Proxy Settings for eDocs Docufide Client Application Microsoft Windows Installation


This document outlines the basic information that IT personnel will need to know when installing the Docufide Client Application in a network environment where a firewall or proxy server is present. It also identifies common problems that users may experience as a result of a particular firewall or proxy server configuration.

If the computer where the Docufide Client Application is being installed is on a network, a network firewall might be blocking access to the TCP/IP port used by the program. If this is the case, the network administrator should make the necessary configuration adjustments to allow communication between the Client program and the Docufide servers.

Many software firewalls are configured to prohibit access to all non-standard ports. The Docufide Client application communicates with the Docufide servers through SSL port 443. This allows for real-time, secure (encrypted) data transfer to and from the SIS client for transcript data transmission. Please refer to the manual of the software or hardware firewall or proxy server to make the necessary configuration changes to open port 443 if necessary.

- Docufide Server IP: **207.178.213.163 TO 207.178.213.183**
- Port used by Docufide Client Application: **443**
- Docufide Server URL (https): **securetranscript.docufide.com, and upload.docufide.com**

If PC computers on the network communicate with the Internet through a proxy server, the Client Application can be configured for proxy server communications through its user interface controls.

(Click the Client padlock icon () in the System Status Area (in the top right-hand corner of the screen), then click on "Configure Docufide Client...", then go to the "Proxy server" tab to make this setting.)

See the document titled "*Docufide Client Application for eDocs – Installation Guide for Windows*" for information about this configuration process.

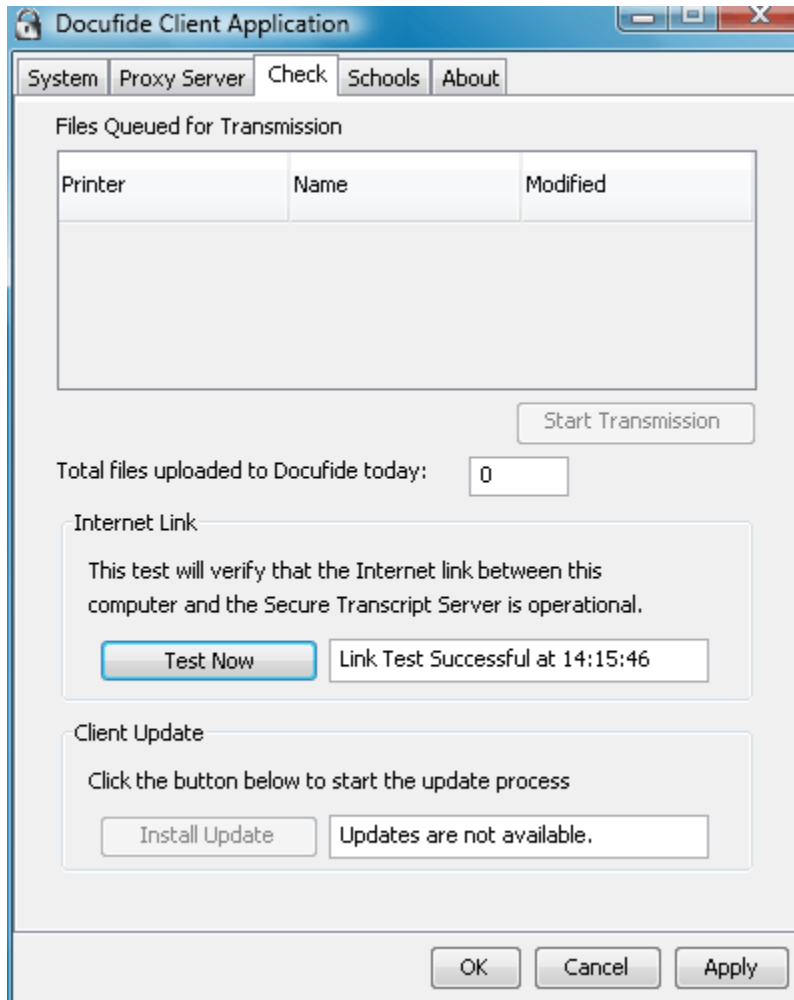
Verify Internet Connection

To verify that the Client can communicate successfully over the Internet with the Docufide servers, a link test can be performed as follows:

1. Open the Client user interface (UI) by right clicking the Docufide Client Application padlock icon in the System tray Area, and then clicking on "Setup".
2. When the UI opens on the screen, select the "Check" tab.
3. Click the "Test Now" button to send a test transmission to the Docufide server.

A confirmation message will appear in the adjoining window indicating the success or failure of the transmission test and the time of completion. (See figure 1. below)

Figure1. Check tab of client user interface



Please direct additional questions to Naviance eDocs Customer Service at: support@naviance.com or 1.866.337.0080, option 2. (If calling from outside the U.S. or Canada, please dial +1.703.859.7300, option 2.)