# Warranted Environment Specification (WES)

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# Introduction

Docman 10 is a clinical content management and electronic workflow solution, which facilitates transfer of care across health organisations.  The application is delivered through a web browser and has been developed for use with Windows PCs and laptops.

Customers use a centrally hosted implementation for Docman 10 where the infrastructure is managed centrally in an approved Data Centre.  This model means that there minimal requirement for any software to be held locally and management of the application and infrastructure is handled by Advanced and an approved hosting provider.

This document specifies the **client environments** that Docman 10 has been assured against and will cover the following components:

- Operating Systems
- Hardware Specification
- Scanners
- Browsers

The definition of a warranted environment is; an environment in which the supplier supports their product in the live environment with fixes.

This specification will be reviewed regularly in line with product upgrades and updates to supporting components.

For queries relating to this document please raise a support request via the following URL [https://customers.oneadvanced.com/ (https://customers.oneadvanced.com/)](https://customers.oneadvanced.com/).

# Operating Systems

The operating systems specified here relate to clients that need to use the Docman Desktop Services application.

The following operating systems are warranted for use with Docman Desktop Services:

- Windows 10 (32/64 bit)
- Windows 11 (64 bit)*

*NB – Docman Desktop Services has now been thoroughly tested and is warranted to run with Windows 11 (64 bit).

# Operating Systems – Limited Support

- Windows 7 (32/64 bit) *

*NB – not supported by Microsoft and only limited support available via OneAdvanced.

# Hardware Specification

This relates to clients that need to use the Docman Desktop Services application.  The machine must have at least 160MB capacity to store the files.  We recommend the following hardware specification:

- 2Ghz Processor
- 1GB RAM

*We are aware of an issue that limits how Docman 10 application displays when vertical monitors are used, as such we recommend only using Horizontal monitors.*

# Scanners

Scanners need to be twain compatible, any deviation from this requirement has the potential to cause an issue.

# Browsers

The following browsers are warranted for use with Docman 10 web application:

- Chrome
- Microsoft Edge

# TLS Protocol

To utilise Docman web services users must use web browsers which support version 1.2 or higher of the TLS protocol.

# Network and Bandwidth requirements

The Docman 10 product has been tested in a controlled environment against a variety of bandwidth connections.  Based upon this controlled testing we can demonstrate that the Docman 10 product works with a HSCN network link that has minimum speeds of 0.5Mbps Upload and 2Mbps Download.  Our recommendation however would be to have a HSCN network link that has speeds of 2Mbps Upload and 5Mbs download.  Whilst link speeds slower than this will work, the response times of the system will be degraded and system performance overall will not be optimum.

|  | Upload Speed | Download Speed |
| --- | --- | --- |
| **Minimum** | 0.5 Mbps | 2 Mbps |
| **Recommended** | 2 Mbps | 5 Mbps |
| **Optimum** | 10 Mbps | 10 Mbps |

These figures are a guideline only as system performance is also dependent upon several other factors outside the control of the Docman 10 software e.g. large files transfers, local LAN traffic / network profiles, HSCN network traffic and user activities that impact on network usage.

The Docman service(s) are hosted in cloud infrastructure which is connected to the HSCN Networks. The IP addresses for the service(s) are resolved to the active IP address via DNS. To be able to access the hosted Docman service(s), customers must ensure their network gateways permit HTTPS (port 443) to the following IP Ranges.

# Firewalls & Networking

## IP Addresses

### England and Wales

| Environment | IP Addresses / Range | Notes |
|---|---|---|
| Production (HSCN Required docman.thirdparty.nhs.uk) | 10.196.206.233/**27** | |
| Sandpit and Testing (sandpit-login.docman.com) | 35.189.118.249 | |

### Scotland

| Environment | IP Addresses / Range | Notes |
|---|---|---|
| Production and Familiarisation (SWAN Required nss.docman.com) | 10.243.160.192/**28** & 10.243.160.208/**28** & 10.243.160.224/**28** | |
| Sandpit and Testing (sandpit-login.docman.com) | 18.133.21.186 & 13.41.28.222 & 13.43.13.43 | Subject to Change |

# Docman 10 & Share Ports & URLS

| Service | Port | URL | Locality |
|---|---|---|---|
| Web Application | 443 | https://*.docman.thirdparty.nhs.uk | England and Wales |
| Web Application | 443 | https://*.nss.docman.com | Scotland |
| Desktop App Updates | 443 | https://docman.blob.core.windows.net (https://docman.blob.core.windows.net/)https://updates.docman.com (https://updates.docman.com/)https://apps.docman.com | All |
| SignalR | 8086 | https://dts.docman10.com (https://dts.docman10.com/) | All |
| SignalR | 8086 & 8100-8300 | https://dts.docman10.com (https://dts.docman10.com/) | Vision AEROS DM10 |
| Telemetry | 443 | https://snow.pctisolutions.co.uk (https://snow.pctisolutions.co.uk/) | All |
| Share API | 443 | https://api.docman.thirdparty.nhs.uk | England and Wales |

| | | | |
|---|---|---|---|
| Share API | 443 | [https://api.nss.docman.co (https://api.nss.docman.com/)](https://api.nss.docman.com/)m | Scotland |

# Docman Connect Ports & URLS

| Service | Port | URL | Locality |
|---|---|---|---|
| Web Application | 443 | https://console.docman.thirdparty.nhs.uk | England and Wales |
| Web Application | 443 | [https://console.nss.docman.com (https://console.nss.docman.com/)](https://console.nss.docman.com/) | Scotland |
| API URL | 443 | https://api.docman.thirdparty.nhs.uk | England and Wales |
| API URL | 443 | [https://api.nss.docman.com (https://api.docman.thirdparty.nhs.uk/)](https://api.docman.thirdparty.nhs.uk/) | Scotland |

# Docman 10 with Proxies

[Click here – Using Docman 10 with a proxy server. (https://help.docman.com/knowledge-base/using-docman-10-with-a-proxy-server)](https://help.docman.com/knowledge-base/using-docman-10-with-a-proxy-server)

# Docman Desktop Services requirements

The Docman Desktop Services application needs to be installed for all users that wish to use the scanning application to add content into the system and for GP installations it also downloads the libraries required to communicate with the integrated clinical systems.  Installation of the application requires administrator privileges on the machine during the initial installation process.  Subsequent updates will not require administrator privileges as these are handled by a service that is installed during the initial installation process.  This application is available packaged as an MSI upon request.

The application uses Microsoft .NET Framework 4.8.

# Docbot / HL7 Requirements (RMS sites only)

| Item | Minimum Specification | Recommended Specification |
|---|---|---|
| Processor | Core i3-4150 3.5GHz | Core i5-6500 3.2GHz |
| RAM | 2GB | 4GB (or better) |
| HDD | 60GB | 120GB or more |
| Operating System | Windows 10, Server 2012 R2 and above | Windows 10, Server 2012 R2 and above |
| .NET Framework | 4.8 | 4.8 |
| Network connection | 1 X 100 Mb/s | 1 x 1 Gb/s |
| Ports Open | 443 + Plus Mirth Channel Port | 443 + Plus Mirth Channel Port |

Download Article (https://help.docman.com/knowledge-base/warranted-environment-specification-wes/?print=pdf)

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