

GUIDE FOR INSTALLING REFERRALNET

Please note, this information sheet is part of our Secure Messaging in General Practice suite of resources that includes videos and instructional information for explaining how to use Argus, ReferralNet or Healthlink for sending patient information using encrypted communications.

They are part of Western Victoria Primary Health Network's commitment to improving access to and use of digital health tools in western Victoria.

Access other resources in this series via our website: westvicphn.com.au/securemessaging

Staging And Production Installers

Installer is built against staging and production environment. Download the installer as required and install the application on your system.

Staging environment:

- Installer for integrations in the test or UAT environments.
- All web services are pointed to the Staging server.
- Installer name: StagingReferralNetAgent-<version>-<operating system>.- installer.<dmg|exe|run>

Production environment:

- Installer for integrations in the production environments.
- All web services are pointed to the production server.
- Installer name: ReferralNetAgent-<version>-<operating system>.- installer.<dmg|exe|run>

System Requirements

Supported operating systems

Operating system	Version
Windows	7,8,10 Windows server - 2012,2016
MAC	OSX Sierra (10.12) El Captain (10.11) Yosemite (10.10) Mavericks (10.9) Mountain Lion (10.8) OSX Lion (10.7)

Disk space	Memory
At least 2GB free disk space. You will require more free space depending on additional archival of data etc. As a rule of thumb, you should plan to allocate 2GB to 5GB of disk space for logging, archival and repository.	At least 1 GB memory is required However, more than 3GB is recommended.

Required ports and protocols

Local Port	Usage
9443	Required for Agent local services
15011	

Protocol	External host communications	Port	Usage
HTTPS	services.referralnet.com.au	9443	Outbound communications to ReferralNet Services
HTTPS	services.referralnet.com.au	8443	
WSS	services.referralnet.com.au	7443	

SMTP	forward.global-health.com	587	Outbound communications for email notifications
HTTPS	forward.global-health.com	8443	Outbound communications for agent installation and upgrades

Supported browsers

Browser	Version
Chrome	>45.0.2454
Mozilla Firefox	>43.0.4
Safari	>9.0.3
Microsoft Edge	>31.1 and html 14

Access privileges

ReferralNet agent installation needs to run under admin privileges to ensure that the installation process could make necessary run time changes.

Connectivity

ReferralNet agent installation and usage requires that the system remains connected to internet to perform necessary software download and secured message delivery process.

Environment variable settings

Operating system	Environment variable	Value
Windows	Path	%SystemRoot%\system32 %SYSTEMROOT%\System32\WindowsPowerShell\v1.0\ %JAVA_HOME%/bin

Pre-installation checklist

Before installing the ReferralNet agent the following checks needs to be performed to prevent any installation surprises.

- Verify that all system requirements documented above are set correctly.
- Have a valid admin ReferralNet account to perform basic configuration during installation process.

Installation process

- To run the installer, right click on the installer downloaded and open it. Click **Next**.
- Provide the location (directory) where the application is to be installed.

- Configure Office agent address (IP address /DNS server name. This should be the external address). By default, current machine IP address is considered. Verify and update it if this is different from external IP.
- Proxy Configuration: User needs to tick the *Proxy Server* checkbox and provide details to install the ReferralNet Installer in environment regulated with proxy server. And user should provide proxy related information by entering proxy server IP address and port including authentication credentials (If proxy server is enabled with password)
- **Note:** The ReferralNet installer does not have the capability to change the proxy server settings from the UI or adminapp so if the user wants to change the proxy settings, then an upgrade installer should be installed on top of already installed installer. The user should provide or update credentials or proxy server address and port in the proxy configuration page when the upgrade installer is executed and then move forward with installation.
- License Agreement is displayed. Use the link provided to read the terms and conditions.
- Select - I understand and accept the ReferralNet terms and conditions and click **Next**.
- Click on **Install**. Application will be installed in the chosen directory.

Default installation location

- For Mac: ReferralNet Agent will be installed in Applications
- For Windows: ReferralNet Agent will be installed in C:\ Program Files (for Windows 32-bit) and C:\ Program Files(x86) (for Windows 64-bit)
- On click of Finish, the installer is navigated to the wizard page. <https://localhost:9443/rna/>

Troubleshooting

If the application aborts during installation, then the installer will provide you the location of the log files which can be referred for further assistance.

The installer logs are generally found in:

- For Windows:C:\Users\<LoggedIn user>\Appdata\Local\Temp\<Installer Name>.log
- For Mac : \tmp\<Installer Name>.log