Agent Installation guide

Introduction

The purpose of this section is to provide the list of steps that needed to be followed to install ReferralNet agent .

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:

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

Production environment:

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

System requirements

1. Operating systems

ReferralNet agent could be installed on multiple types of target environments.

˅ Supported operating systems

No	Operating system	Version
1	Windows	7,8,10 Windows server - 2012,2016
2	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**: It requires 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.
- **Memory**: At least 1 GB memory is required; however, more than 3 GB is recommended.

2. Ports and protocols

ReferralNet agent requires below list of hosts and ports to be available or accessible for proper setup.

⌄ Required ports and protocols

No	Type	Port	Usage
1	Local port	9443	Required for Agent local services
2	Local port	15011	

No	Protocol	External host communications	port	Usage
1	HTTPS	services.referralnet.com.au	9443	Outbound communications to ReferralNet Services
2	HTTPS	services.referralnet.com.au	8443	
3	WSS	services.referralnet.com.au	7443	
4	SMTP	forward.global-health.com	587	Outbound communications for email notifications
5	HTTPS	forward.global-health.com	8443	Outbound communications for agent installation and upgrades

3. Browser compatibility

ReferralNet agent administration application can be accessed through different browsers.

⌄ Supported browsers

No	Browser	Version
1	Chrome	>45.0.2454
2	Mozilla firefox	>43.0.4
3	Safari	>9.0.3
4	Microsoft edge	>31.1 and html 14

4. Access privileges

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

5. Connectivity

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

6. Environment variable settings

⌄ 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 all the following checks needs to be performed to prevent any installation surprises.

1. Verify that all system requirements documented above are set correctly.
2. 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
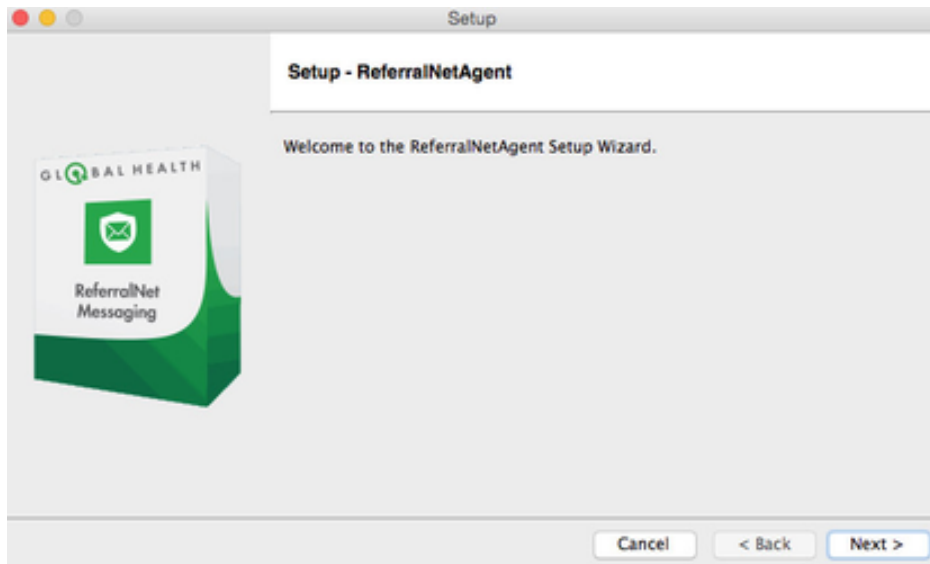
- Provide the location where the application has to be installed.

- Configure Office agent adress (IP address /DNS server name. This shoud be the external address).By default current machine IP address is considered, verify and update it if this is different from external IP.
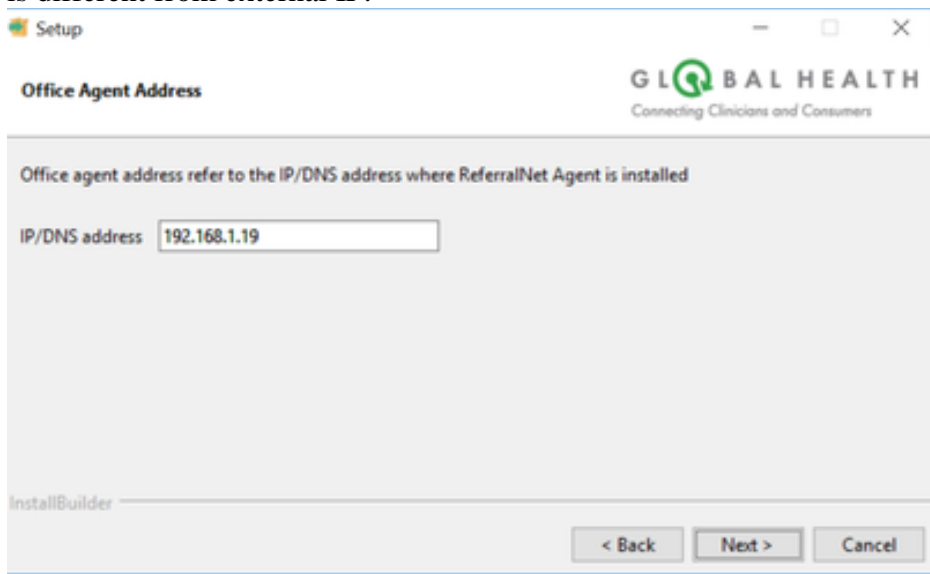
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- **Proxy Configuration**: User needs to check the Proxy Server checkbox provide details to install the ReferralNet Installer in environment regulated with proxy server. And User should provide proxy related information by entering proxy server IP address and port including authentication credentials(If proxy server is enabled with password)
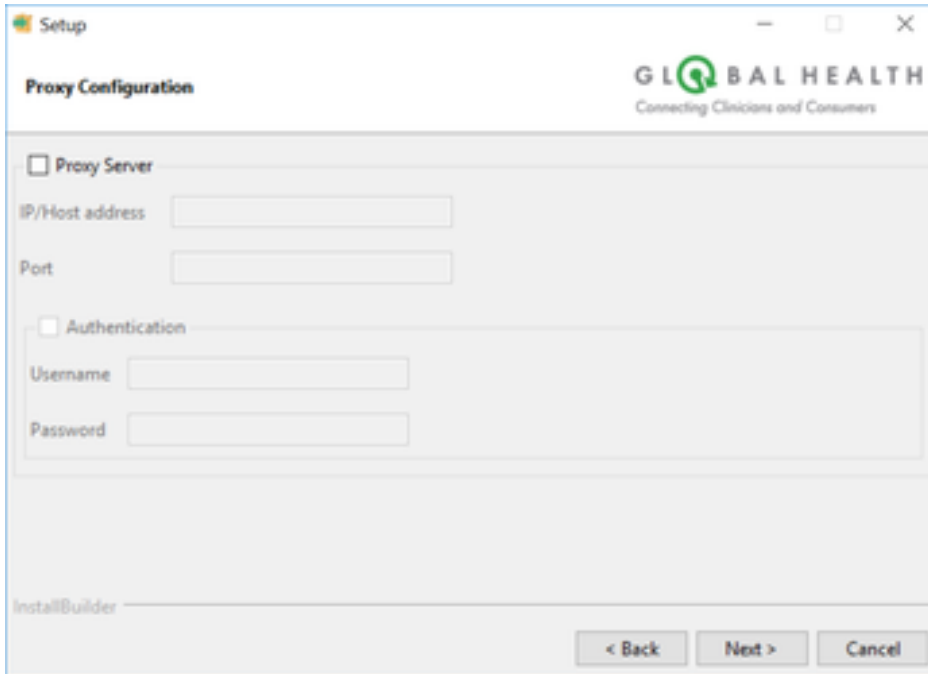
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- Note: As the ReferralNet installer is not having the capability to change the proxy server settings from the UI or adminapp so if User wants to change the proxy   settings then an Upgrade Installer should be installed on top of already installed installer. 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 as shown . Use the link provided to read the terms and conditions.
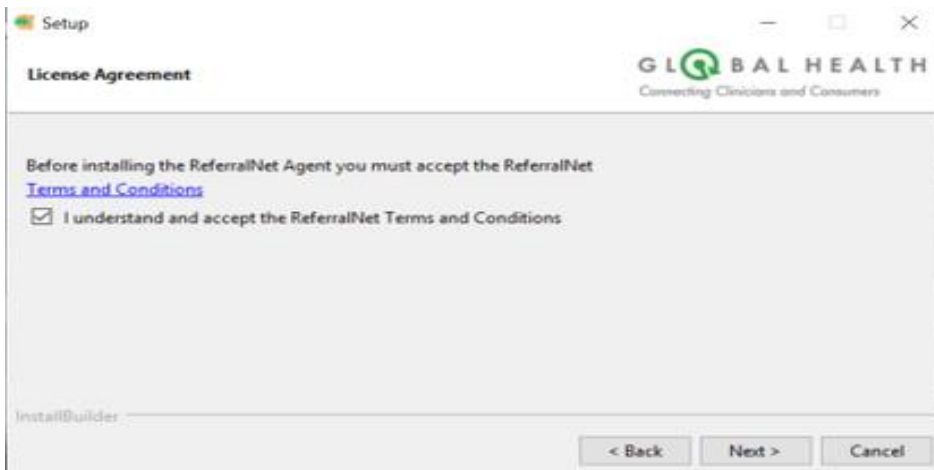
Select - I understand and accept the ReferralNet terms and conditions and click Next.

- Click on Install , application will be installed in the directory as provided in the Step 2.
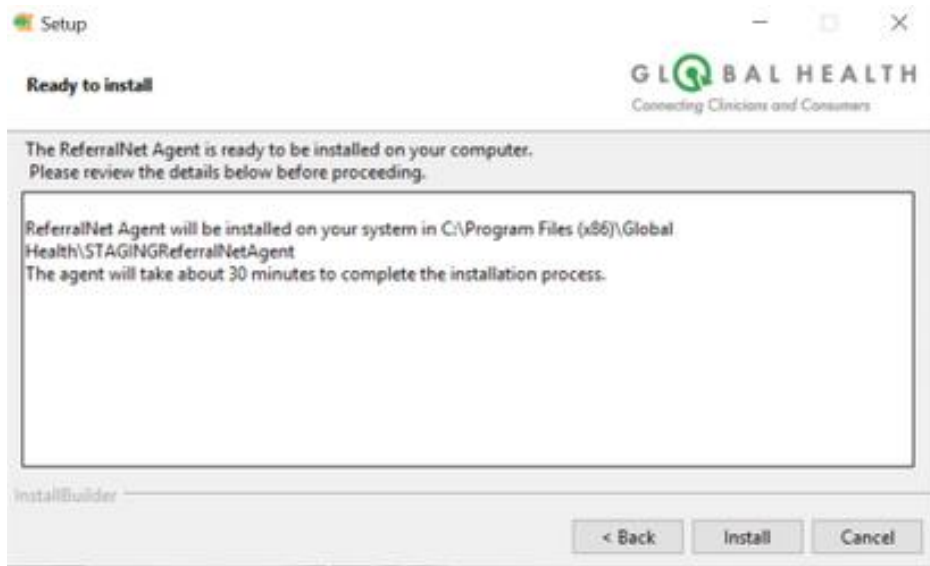
Default installation location

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)

- The agent is successfully installed on the system. 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.
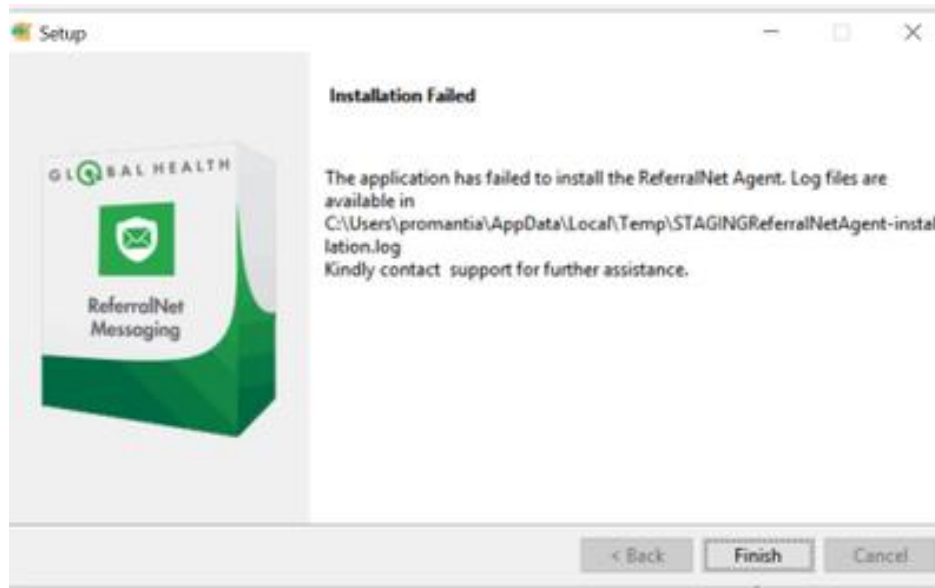
The installer logs are generally found in :

Log Info

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

For Mac : \tmp\<Installer Name>.log