

# Internet SystemOne

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These instructions are correct at the date of writing.

## Document History

Version	Date	Updated by	Reviewed by	Description
1.0	06.05.2020	Matt Joiner	Mark Ellis	Baselined version created
1.1	12.05.2020	Kevin Sanderson	Mark Ellis	OptimiseRx information added

## Introduction

SystemOne is a private cloud based system that is hosted on the N3/HSCN network. Until now, SystemOne has not been able to be accessed outside of the N3/HSCN network unless a VPN connection is used.

Internet SystemOne has been developed as a short-term solution to aid clinicians working from home as part of the COVID-19 response. It enables access to SystemOne over a standard internet connection for those health and care professionals who are working remotely, with the aim of improving access to the Electronic Health Record (EHR) and enhancing patient care. During a pandemic such as COVID-19, this is of particular importance when self-isolation and social distancing measures are imposed to lessen the spread of the outbreak.

Accessing SystemOne via the internet will also result in reduced costs for service users as they will not need to pay for a VPN or a VDI environment in order to access SystemOne remotely. TPP has upgraded networks and equipment at no cost to its user base to ensure internet access to SystemOne.

Internet SystemOne has been designed with redundancy in mind. However, due to the urgent requirement to provide greater SystemOne access, and the resulting speed of this implementation, this will not be a fully resilient solution. Therefore, should there be a major outage on the single point of failure, SystemOne would be unavailable over the internet for the period of the outage.

Alongside this interim solution, TPP is also working towards the Department of Health and Social Care initiative of 'Internet First', for which the Secretary of State for Health has set a delivery target of 2021. We hope for this fully resilient solution to be available as early as possible but there are additional factors that need to be taken into consideration when running an entire GP practice or hospital over the internet compared to supporting individual clinicians working from home.

## Important information

### *Spine and Smartcards*

Physical smartcards are limited to the N3 and HSCN networks and do not work over the internet. Therefore, when using Internet SystemOne, connectivity to Spine will not be available, including Spine functionality such as PDS, EPS, SCR etc.

Additionally, overarching reporting units, such as SystemOne Trust Reporting units and SystemOne CCG Reporting units, can only be accessed by logging in with a smartcard and, as such, will not be available when using Internet SystemOne.

NHS Digital are currently working to implement virtual smartcards. This work is ongoing and a virtual smartcard solution will be implemented by NHS Digital at a future point in time.

### *Two-Factor Authentication*

As users are unable to log on using smartcards, TPP has introduced a new authentication method to ensure that two-factor authentication is still applied for users connecting to Internet SystemOne. When a user first attempts to sign in on an un-authenticated device, they will be prompted to send a one-time passcode to the email address registered against their SystemOne user profile. This code must then be entered when prompted in order to authenticate the device and log on to Internet SystemOne. The device authentication will last for a total of 30 days before the device authentication process will need to be completed again.

**Please note:** Users will need to ensure that their SystemOne user profile contains a valid work email address in order to validate their device. Email addresses can be added to user profiles by users with the System Administrator access right.

Users will also need to know their username and password to access SystemOne. Usernames and passwords can be provided by your organisation; these cannot be provided by TPP. Similarly, TPP cannot change or reset passwords.

### *Release Night Downloads*

It is strongly recommended that users leave the SystemOne client running overnight on the night of TPP's monthly maintenance release in order to take advantage of the early download functionality. Users of Internet SystemOne will have larger and potentially slower downloads from the central server. Leaving the SystemOne client running

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overnight will ensure that the latest updates are automatically downloaded and that the software is ready to use in the morning without delays.

Details of upcoming release dates are notified to users through the Notice Board within SystemOne.

### ***Local Pathology Systems***

Local pathology systems such as ICE will not work on Internet SystemOne unless they are reconfigured to be Internet facing. The end user would need to contact local providers to establish whether this is possible.

### ***OptimiseRx***

OptimiseRx will not work on Internet SystemOne as the OptimiseRx servers are hosted on the N3/HSCN network.

These instructions are correct at the date of writing.

## Installation

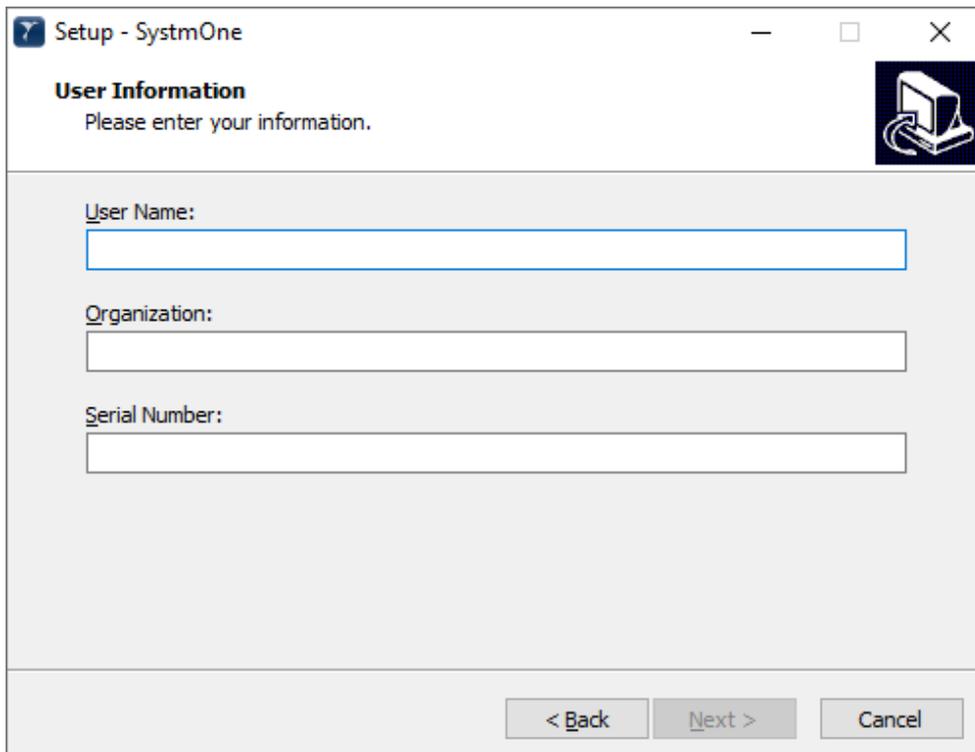
Go to the following web page and download the Internet SystemOne installer:

<https://www.tpp-uk.com/resources>

Once downloaded, extract the zip file and double click on the installer. The SystemOne setup wizard will then start. Click 'Next':

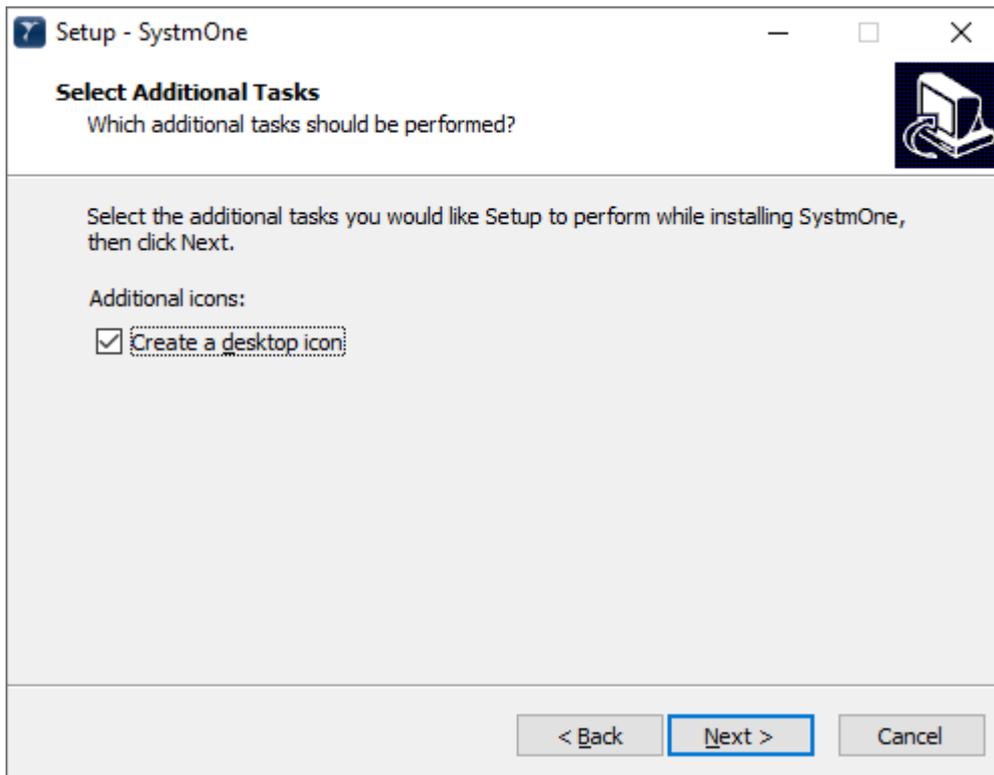


On the next dialog, enter a user name. The Organization can be left blank. Enter the serial number you have been given by TPP. Then click 'Next'.

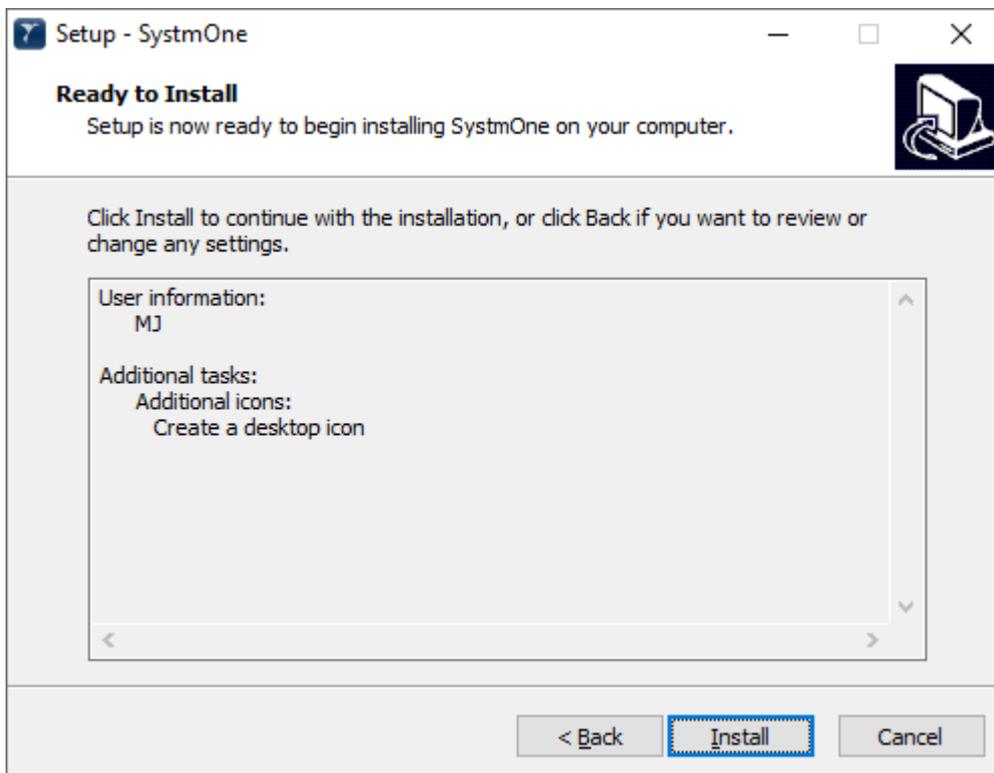


These instructions are correct at the date of writing.

Leave the tick in the box to create a desktop shortcut and click 'Next'.

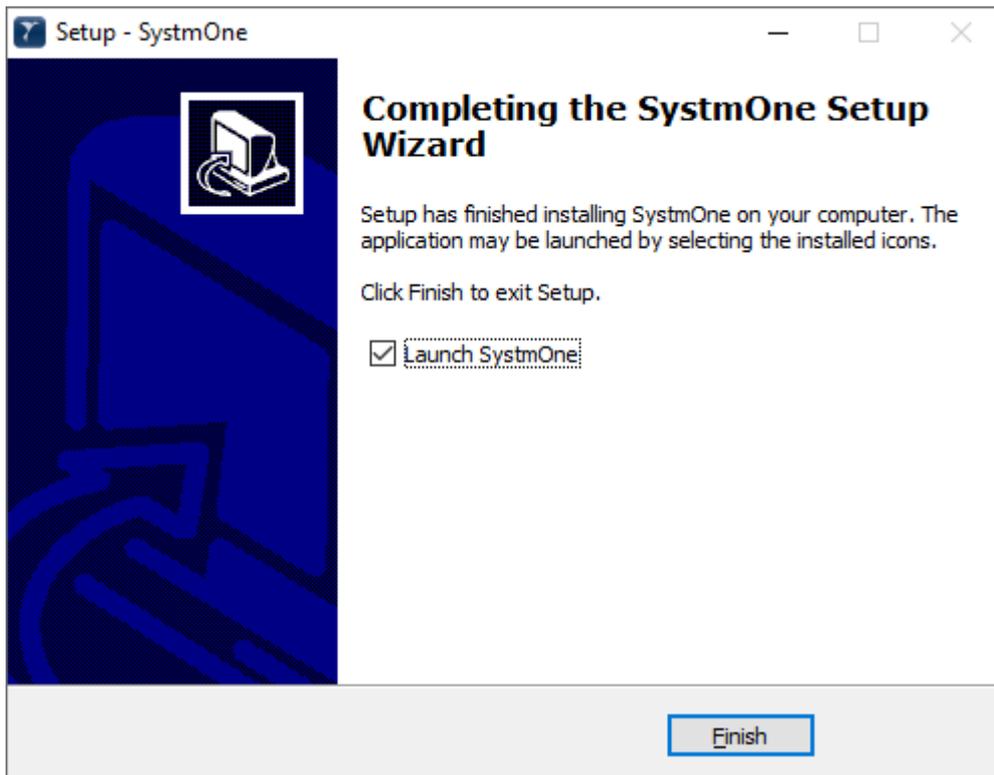


Then click 'Install' to initiate the installation of SystemOne on your device.



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The Setup Wizard will confirm once installation has been completed.



The SystemOne software can be launched by double clicking on the 'SystemOne' shortcut created on the desktop:



Please note that the first time you launch SystemOne, the client will initiate a download which could take up to 10 minutes depending on local network speeds.

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## Requirements

Full details of the requirements for a warranted environment within which TPP can efficiently deliver SystemOne are included in the [TPP WES](#) (included below).

### Windows OS

SystemOne requires users to access the system via the Windows operating system.

SystemOne supports all versions of Windows for desktops that are currently supported by Microsoft.

It is also possible to run Windows on a Mac. In the scenario of a clinician wanting to access SystemOne at home using their own Mac, please see the [Using SystemOne on a Mac \(Beta\)](#) user guide (below).

**Please note:** TPP are not able to provide users support for configuring their Mac to run Windows, nor are we able to take responsibility for any issues arising from configuring your Mac to run Windows. TPP only recommend using the solutions outlined above for home working. TPP do not recommend using SystemOne on a Mac on a practice/hospital based LAN at this time.

### Antivirus

TPP expect antivirus software to be installed and maintained on all warranted environments. Where possible, antivirus programs should be configured to trust SystemOne servers and files.

### System Requirements

This is a recommendation of the system requirements needed to run SystemOne efficiently.

<b>CPU</b>	1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
<b>RAM</b>	512 MB dedicated to SystemOne.
<b>Hard disk space</b>	4 GB of free space on the C drive* *Where a SystemOne Gateway client is used, 100 GB of free space on the C drive is recommended
<b>System Drive</b>	The OS system drive must have a drive letter of C
<b>Screen Resolution</b>	A minimum screen resolution of 1024 x 768 pixels with 16-bit colours (High Colour) is required. TPP recommends a minimum of a 17" TFT flat screen monitor with a resolution of 1280 x 1024 and 32-bit colours (True Colour).

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## Troubleshooting

If you are unable to connect to SystemOne there are a number of things to check that may be causing this:

### Ports and Protocols

SystemOne communicates over both TCP & UDP protocols as detailed below. You should check Windows Firewall and the settings on your router to ensure you are allowing traffic to these ports. You should be able to find how to change the configuration of your router in the user guide provided by your router's manufacturer.

If you have never configured which ports are open in your firewall settings or your router it is unlikely that they are causing the problem.

TPP Service	Service Name	Protocol	Port Range
SystemOne	SystemOne TCP	TCP	2130-2140
SystemOne	SystemOne UDP	UDP	2120-2130

### Destination IP addresses:

To use Internet SystemOne you need to ensure you can communicate with the below IP addresses. You should check Windows Firewall and the settings on your router to ensure you are allowing traffic to these addresses. You should be able to find how to change the configuration of your router in the user guide provided by your router's manufacturer.

If you have never configured which IP addresses can communicate to your firewall settings or your router it is unlikely that they are causing the problem.

IP Range	WAN connection	FQDN
62.255.177.61	Internet	s11.tpp-uk.com
62.255.177.62	Internet	s12.tpp-uk.com

### VPNs

A VPN should not be used when connecting to Internet SystemOne and could result in connectivity issues. The Internet SystemOne solution does not require a VPN and access can be made over a standard Internet connection.

## TPP Warranted Environment Specification

Please see attached document

## Using SystemOne on a Mac (Beta)

Please see attached document