



Firewall Configuration

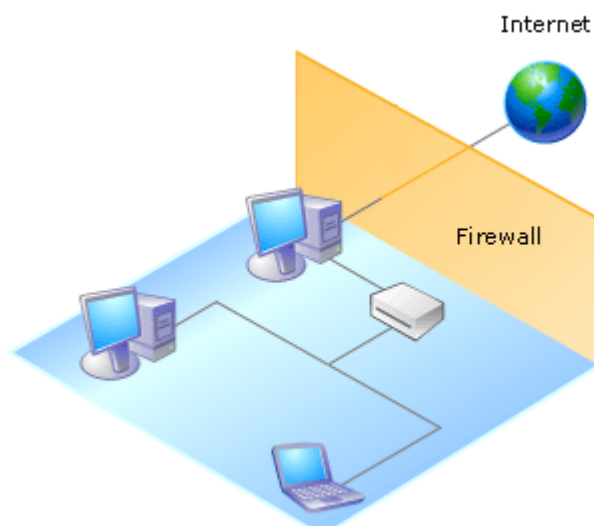
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Firewall Configuration

Recommended settings for your organisation's firewall when working with DocBanq

Firewalls

An *Internet firewall* allows organisations to protect their networks by examining all traffic routed between the network and the Internet to see if it meets certain criteria. System Administrators typically configure the firewall to block all traffic, apart from that which is secure, by opening and closing *ports*. For example, most firewalls would be configured to allow the passage of HTTP traffic such that users may browse web pages on the Internet.



Ports used by DocBanq

DocBanq uses the following TCP/IP-based communication protocols:

- SRAP (Secure Remote Application Protocol) on *Port 2965*
- HTTPS (Secure Hypertext Transport Protocol) on *Port 443*

If you have difficulty connecting to DocBanq, the most likely reason is that your organisation's firewall is configured to block one or both of the above ports.

Contact your Network Administrator with the above information; it is usually a straightforward matter to correct the firewall configuration.

Other options to connect to DocBanq

While it is generally preferable to connect to DocBanq using the standard ports defined previously, in some cases this is not convenient or possible.

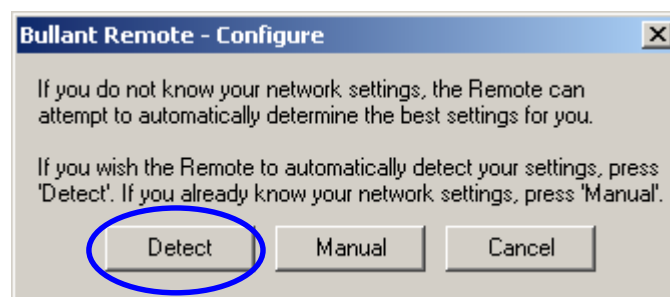
Automatic Detection

The Bullant Remote can use an automatic detection strategy which attempts to find an alternative connection method.

1. Type the DocBanq URL `srapp://app.docbanq.com` into the Remote and hit the GO button:



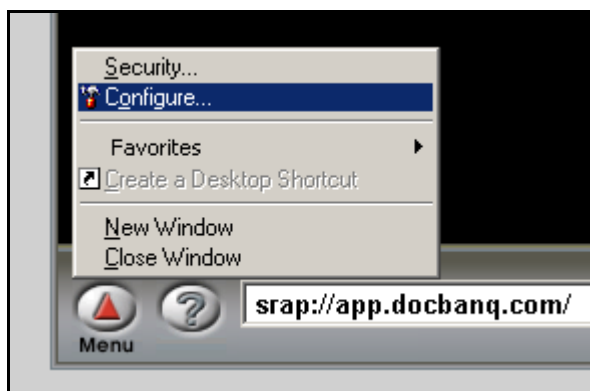
2. If connection is not possible, the Remote will open a dialog box indicating the nature of the error. Select the Configure and then Detect buttons to initiate the automatic detection strategy:



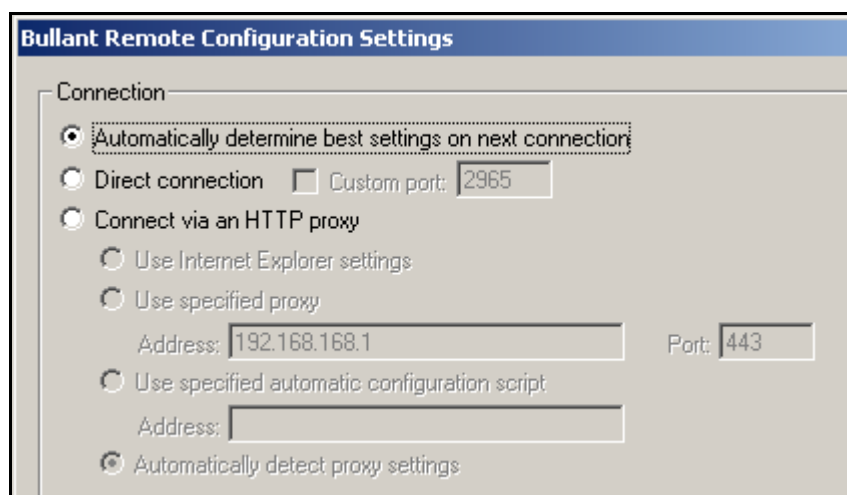
Manual Configuration

If you know the connections settings you wish to use, the automatic settings can be overridden.

1. Select the Configuration command from the Remote Menu button:



2. The Bullant Remote Configuration Settings dialog box will open:



Further assistance

If you require further assistance, please contact DocBanq Support on support@docbanq.com.