Prism Install Requirements

For further information on the requirements for your Prism installation, please see the provided ‘Prism Software Installation Guidance Notes’.

Hardware requirements

Operating System

The use of customer-owned out of support software and/or operating systems heightens the risk of potential issues which may impact customer business operations and timely document despatch. Synertec may be unable to support and deliver full service in this circumstance.

Prism is only supported on x64 (64-bit) operating systems. Please select the appropriate operating system:

|  |
| --- |
| Windows Servers |
|  |
|  |
|  |

Hard Drive Space

Space allocated: Click here to enter text.

RAM

RAM allocated: Click here to enter text.

CPU

Processor clock speed: Click here to enter text. Number of cores: Click here to enter text.

Email requirements

The following outgoing TCP port must be configured to support Synertec’s SMTP Relay functionality:

smtp.office365.com TCP port 587 (https)

Firewall port configured: TCP Port 587          

Network requirements

The outgoing TCP ports specified below must be opened to the following IP address:

10.219.28.66 (Primary), 10.222.5.2 (Secondary), 10.219.226.66 (Disaster recovery)

Firewall ports configured: 22 49253  49154

And the following outgoing TCP ports to support SMS functionality:

* For eSendEx: api.esendex.com (IP: 185.78.52.2) TCP port 443 (https)
* For GovUK: api.notifications.service.gov.uk (IP:[[1]](#footnote-1) ) TCP port 443 (https)

Firewall port configured: TCP Port 443 

Static IP Address: IP address assigned to the Prism unit: Click here to enter text.

Backup Schedules

Please tick to confirm you will take regular backups of the Prism Server

Please ensure the following locations are always included in the backup routine:

* C:\<Abbreviated Customer Name>\Acquired\ (recursive)
* C:\<Abbreviated Customer Name>\Lookup\
* C:\Prism\Programs\Prism.mdb

Antivirus

Please tick to confirm you will take responsibility for ensuring adequate virus protection is employed on the Prism system and must be configured to allow “Prism Processor.EXE” to act as an automated e-mailer   

We advise excluding the following locations from virus scans (although these locations can be scanned if desired):

* C:\Prism\Programs
* C:\Program Files\Synertec Limited
* C:\Program Files\Synertec LiveUpdate Client
* C:\<Abbreviated Customer Name>

Server Status

Please tick to confirm you have completed all of the Prism install requirements and that your server is ready to have Prism installed at the earliest opportunity

Confirmed

Please note, failure to complete the requirements could result in a delay to the installation and subsequently the implementation of your project.

Last Review

Date: 7th October 2024

Name: Cheryl Langdon-Davies

Revision History

|  |  |  |
| --- | --- | --- |
| Date | Name | Revision |
| 20/09/2024 | Mitchell Corrick | First revision - added SMTP requirements |
| 07/10/2024 | Karen Marney | Reviewed and published |
|  |  |  |
|  |  |  |

1. A static IP address cannot be setup on a Firewall to allow Prism to connect to GovUK Notify services as the API address is not static and changes all the time. There is an article on the GovUK website that explains what needs to be set up:

   <https://technology.blog.gov.uk/2017/01/03/a-whitelisting-approach-for-cloud-apis/>

   Synertec have seen one customer use this information to get the access to the GovUK Service working.

   Any issues with connectivity please contact your Customer Support Advisor. [↑](#footnote-ref-1)