

## Clifford Hallam Healthcare

### SOS TELNET REQUIREMENTS

Thank you for your enquiry regarding CH2's electronic 'Simple Ordering System' (SOS). The following information should answer any questions you or your IT people have regarding the installation and connection of the SOS application. There are 2 basic requirements for installing SOS:

1. The ability to install a piece of software (SOS) on the users' computer(s) against the users' profile.
2. The ability for those computers to establish a telnet connection with DNS name sos.ch2.net.au. This DNS name resolves to IP address 210.18.248.48 ,from the 28<sup>th</sup> of October 2014)

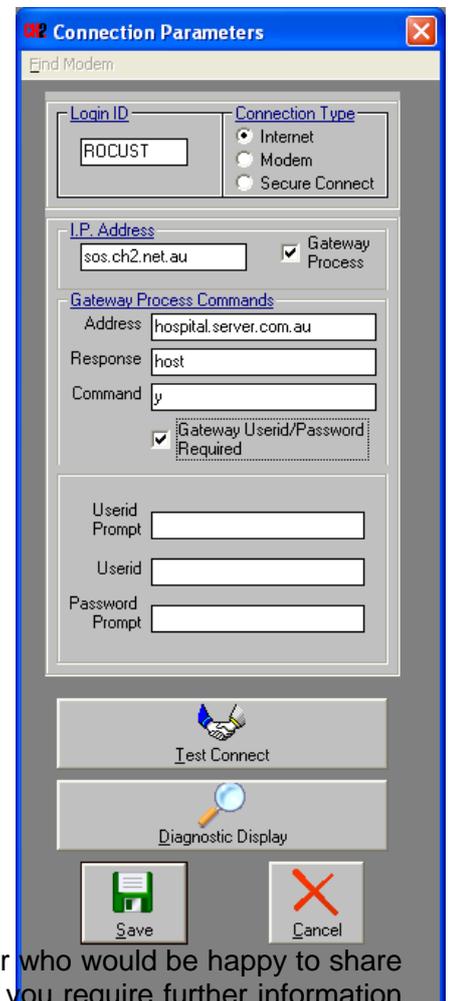
We recommend you inform your IT people before installing SOS. If you need to submit an 'IT Request', you may attach this document. Further technical information to assist your IT people is detailed below.

- SOS is programmed in Visual Basic 6, so is compatible with all Windows PC's.
- SOS is installed as a stand alone client application on the users' PC. SOS is less than 20MB fully installed.
- SOS needs to be installed against the users' login or profile, so the user may require **local admin rights** during installation. Using a separate Administrator account is not recommended.
- The telnet session can be established via a proxy server or Gateway if required (setup screen shown at right).
- The Telnet port is generally port **23** on the firewall.
- Secure Telnet (SSH) is also available on port **2222** on the firewall. Please select Secure Connect form the Connection Type section.
- SOS uses standard windows components such as Windows Installer, MDAC V2.5 and Active X. Windows 2000 and later machines will have the latest versions of these support files as standard. Otherwise, these files are provided on the SOS installation CD and CH2 website.

SOS is used at over 1500 sites throughout the country by all types of customers, from single doctor practices to multi site Area Health Services and Public Hospitals. We can refer you, upon request, to a current SOS user who would be happy to share their experiences from both the IT and operational aspects of the system. If you require further information or have any questions, please feel free to give us a call.

Regards,

Clifford Hallam Healthcare  
Ph: 1300 720 274



## Testing if your system can connect to SOS via 'Telnet'

For users who have a broadband Internet connection, SOS can use a communication protocol called 'Telnet'. 'Telnet' uses your broadband connection to communicate directly with the SOS server. This eliminates the need to dial up via a modem each time you wish to use SOS. The connection method is easy to set up and does not require you to have your Web browser (eg; Internet Explorer) operating.

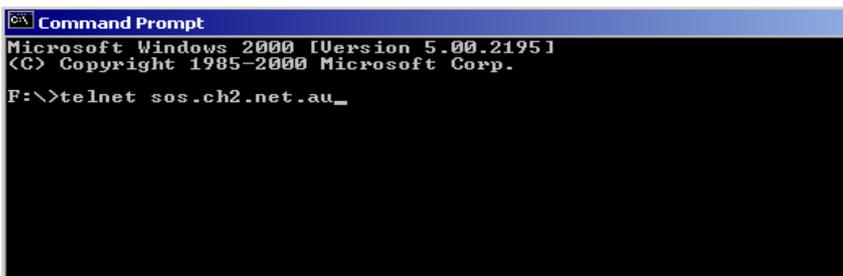
To test if your computer is able to communicate via 'Telnet', exit to MS DOS. You will find this option by clicking the 'Start' button on the Windows desktop, selecting 'Programs' and looking for an item called 'Command Prompt' or 'MS DOS Prompt'. You may also click the 'Start' button select 'Run' and type either 'command' or 'cmd', depending on your Windows version.

A Window, similar to the examples below, will open. Type the following line 'telnet sos.ch2.net.au' and press enter as show in [Example 1](#). If you receive replies similar to those in [Example 2](#), SOS will operate via Telnet (Please note that the times will vary depending on the speed of your Internet connection).

If you receive replies similar to those in [Example 3](#), try typing 'telnet 203.221.149.34'. If this is not successful, either your broadband Internet connection is not active, or a Firewall is in place blocking access to the SOS server. Either of these situations can be easily resolved with the appropriate authority from your IT department or Manager (refer to page 1).

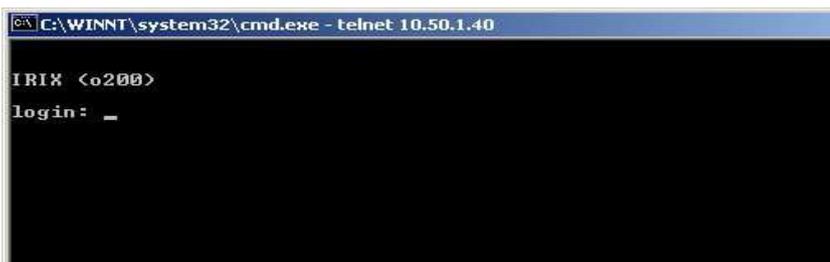
Once you have completed these tests, close the 'Command Prompt' window.

### [Example 1](#)



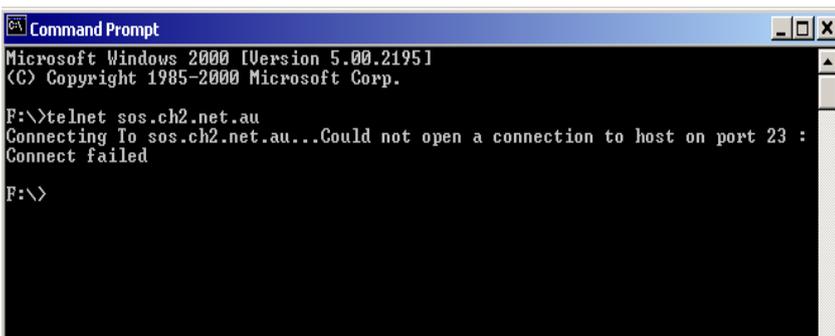
```
Command Prompt
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.
F:\>telnet sos.ch2.net.au_
```

### [Example 2](#)



```
C:\WINNT\system32\cmd.exe - telnet 10.50.1.40
IRIX <o2000>
login: _
```

### [Example 3](#)



```
Command Prompt
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.
F:\>telnet sos.ch2.net.au
Connecting To sos.ch2.net.au...Could not open a connection to host on port 23 :
Connect failed
F:\>
```

If you have any questions, contact the CH2 Help Desk on 03 9554 0495, your local Representative or see our Website at [www.ch2.net.au](http://www.ch2.net.au).