



# HHAExchange System Requirements Guide

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130 West 42<sup>nd</sup> Street, 2<sup>nd</sup> Floor, New York, NY 10036

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## Overview

This document outlines the baseline system requirements needed to run the HHAExchange (HHAX) web application and Mobile App.

## Workstation Requirements

Component	Requirements
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows 10</li> <li>• Microsoft Windows 11</li> </ul>
Memory	Minimum 8GB
Processor	Intel® Core™ i5 @ 2.9GHz
Screen Resolution	<ul style="list-style-type: none"> <li>• 1280 x 1024</li> <li>• 1024 x 768</li> </ul>

## Browsers

The HHAX applications are compatible with the browsers listed below. Although the applications may run on additional browsers, some of the features may not be fully available when running in an unsupported browser.

- \*Chrome
- \*Edge

*\*Note: Must be latest public release of the browser, or one of the two previous releases.*

Ensure the following when operating in the application:

- Cookies are enabled.
- JavaScript is enabled.

## HHAExchange Mobile App

The HHAExchange Mobile App can be run on the following:

- Smartphones using the Android Operating System \*6.0 (Marshmallow) or higher
- Apple iPhones running iOS version \*11.0 or higher

*\*Note: While HHAExchange supports the listed mobile operating systems, we strongly recommend Mobile App users install the latest public mobile operating systems on their devices.*

## Network Settings

### DNS Server

HHAExchange recommends using an internal DNS server to process DNS queries. An internal DNS server handles fewer requests from a smaller number of IP addresses related to your operations compared to a public DNS service, which can handle a much larger volume of requests from any business or public user on the world-wide-web.

### Email Protocols

Internal Mail Servers must allow HHAExchange domain to avoid denials (categorization of HHAExchange email as spam or junk) and gray-listing.

Also, ensure that your MX Records are not blacklisted and that your Mail Server's SFP configuration permits authorized parties to send emails on your behalf.

### Web Application

The web application communicates with HHAExchange servers over secure HTTP protocol through port 443. Port 443 must be enabled for outbound connections originating from your network to HHAExchange. It is also recommended to leave the standard HTTP port 80 open for outbound communication.

### Secure File Transfer (SFTP)

If using the HHAX Secure FTP environment for electronic data exchange, note that the following port must be opened for outbound connections:

- For CoreFTP: Port 22
- For JScape SFTP: Port 2222

## Domains

HHAExchange web application communicates with hhaexchange.com over secure HTTP protocol for exchanging information. You may see traffic from/to multiple subdomains within hhaexchange.com. For example:

- <https://www.hhaexchange.com>
- <https://reports.hhaexchange.com>
- <https://support.hhaexchange.com>
- <https://app.hhaexchange.com>
- <https://cloud.hhaexchange.com>
- <https://rt.hhaexchange.com>

All communication (inbound/outbound) is transmitted via [https://\\*.hhaexchange.com](https://*.hhaexchange.com) to ensure that any additional subdomains that HHAExchange introduces in the future can still work in your environment.

## Datacenter IPs' Addresses

The following five Subnet IDs must be white-listed to facilitate proper communication between HHAExchange and your network:

1. 70.36.25.160/28
2. 72.28.118.40/29
3. 70.36.27.192/26
4. 72.28.105.160/29
5. 198.35.49.128/26

## External Domains

HTTP/HTTPS communication to the following third-party domains (through port 80 and 443) must be enabled.

[https://\\*.googleapis.com](https://*.googleapis.com)

[https://\\*.virtualearth.net](https://*.virtualearth.net)

[https://\\*.amazonaws.com](https://*.amazonaws.com)

## Firewall: Connections Per Second

To configure connections per second for the firewall, determine the number of users connecting to the HHAExchange application and multiply by 5. For example, if 100 users are to be connected to HHAExchange, configure the firewall to allow for 500 connections per second to enable the HHAExchange application to function at an optimal level.