

**SmoothPay** Payroll relies on Internet connectivity for numerous aspects of normal day-to-day operation, such as emailing Payslips, checking for Updates, free Internet Backup etc.

This Factsheet illustrates which components of the TCP/IP (Networking and Internet) suite of protocols are used by **SmoothPay**.

Your IT Support should ensure that **SmoothPay** has full access to the Internet, otherwise support levels may be compromised (it may not be possible to provide end-user support).

## Internet protocols and ports used by SmoothPay

Purpose	Protocol and port	Notes
Check for Update, and Automatic updates	HTTP, Port 80	Calls a web service on startup and on-demand via the 'Planet' tool to check for a later version of <b>SmoothPay</b> <i>Test using the Planet icon to check for the latest Update - if an update fails to download correctly then you should download (and run) the update direct from the website (using your browser). SmoothPay must be closed while updates are being applied.</i>
Check for Newsletter	HTTP, Port 80	<i>Ditto</i>
Internet Backup	TCP, Port 8405	<b>SmoothPay</b> provides a free, multi-edition Internet Backup option for it's clients as an extra level of data security in the event of disaster (e.g. earthquake, flood, fire, theft etc) <i>Test using the Internet Backup option in the Backup screen</i>
Email Reports, Error Messages	SMTP, Port 25 (465 for SSL, 587 for TLS etc), as required by your SMTP Server or your ISP's SMTP Service)	Allows <b>SmoothPay</b> to send email messages and attachments, bypassing the various email clients commonly used (there is an option to use an email client instead, so messages appear in Outbox/Sent Items, however SMTP is far more reliable and is the recommended option). <i>Test from Company Setup... Email... Configure (edit settings and use the Test option - you should receive an automated response if successful)</i>
E-Payslips (emailing Payslips - retired, but still used)	<i>Ditto (if using SMTP)</i>	<i>Ditto</i> <i>Test using ePayslips...Settings - there are various test delivery modes and options which should be tested prior to using live delivery</i>
SecureMail (Email payslips)	HTTP, Port 80	SecureMail accepts requests and forwards to the appropriate email sending service - any reported faults are emailed back to the sender, and many common faults are automatically catered for by resending using another email channel provided by the SecureMail service.
Desktop Support and Training	HTTPS, Port 80 (may also fall back to Port 443)	<b>SmoothPay</b> bundles a branded <i>TeamViewer</i> client which provides secure, password-protected and

		<p>permission-based access direct to the User's Desktop. For more information about <i>TeamViewer</i>, visit <a href="http://www.teamviewer.com">www.teamviewer.com</a></p> <p>Test by starting <i>TeamViewer</i> (using the "RA" icon in the Toolbar), call the <b>HelpDesk</b> and advise the 9-digit number displayed in the <i>TeamViewer</i> client.</p>
--	--	---

## Potential Problems

There are numerous potential obstacles to Internet communications from applications such as **SmoothPay**. You will need your IT support to check and change these settings to ensure **SmoothPay** operates correctly.

Some of the most likely issues are:

### No Internet Access

Check that you can send and receive Email, use your Internet Browser (Chrome, Firefox etc). If they don't work, the **SmoothPay** won't be able to use the Internet either.

### Windows Firewall Settings

Windows has it's own Firewall utility that requests permission the first time an Application attempts to access the Internet. If you respond *No* that first time then access will be blocked until you edit the Firewall Settings to permit access.

### Internet Security/Anti-Spyware/Anti-Virus Settings

There are literally thousands of different Internet security and anti-virus/anti-spyware utilities available. Many operate in a manner similar to Windows' own built-in Firewall.

**These systems must be set to allow SmoothPay to communicate with the Internet AND configured to EXEMPT SmoothPay's program and data folders from scanning. Failure to do so can cause crippling slowdown of the application and will severely affect the level of support available from SmoothPay HelpDesk.**

### Router/Firewall Settings

Again, there are numerous types of Router/Modem and Firewall devices that need to be set to allow normal Internet communications.

For example, it could be that your Router's Firewall or Exchange Server rules allow SMTP from a single machine (your Email Server) preventing **SmoothPay** from sending emails from a different machine. HTTP, FTP etc might be blocked completely, and so on.

### Email not being Sent

If you are using SMTP delivery and you have a Microsoft Exchange Email Server - this needs to be set to allow SMTP access from your **SmoothPay** workstation/s. Alternatively, utilise an external email provider's SMTP server directly (e.g. xtra), or implement the zero-configuration SecureMail options provided in SmoothPay.

You need to have the correct authentication settings in *Company Setup...Email...Configure*

**Tip:** Check your Email Client's Account Settings for information about your SMTP Server.

## **TeamViewer (RA – Remote Assist) won't run**

Your system may prevent TeamViewerQS.EXE from starting and/or connecting to the Internet to obtain a support ID or you may have an old/service version running instead of SmoothPay's branded version.

**Support cannot be provided to sites that cannot run the Support Tools provided.**

## **URL whitelist**

SmoothPay may utilise one or more of the following URL's (if you have a proxy server you will need to configure bypass rules for the following domains):

[www.smoothpay.co.nz](http://www.smoothpay.co.nz)  
[www.smoothpaygold.com](http://www.smoothpaygold.com)  
[www.gopayroll.net](http://www.gopayroll.net)  
[www.spbackup.net](http://www.spbackup.net)  
[www.spwebservice.net](http://www.spwebservice.net)  
[www.spsecuremail.com](http://www.spsecuremail.com)

These must be added to your website filters/whitelisted to permit access from SmoothPay (and for users who may require access to documentation, updates etc).