

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 Used by SmoothPay

| Purpose | Protocol and port | Notes |
|--------------------------------|---|---|
| Check for Update | HTTP, Port 80 | Calls a web service on startup and on-demand via the 'Planet' tool to check for a later version of SmoothPay <i>Test using the Planet icon to check for the latest Update</i> |
| Check for Newsletter | HTTP, Port 80 | <i>Ditto</i> |
| Internet Backup | FTP, Port 21 | SmoothPay provides a free 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 SmoothPay 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) | <i>Ditto</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> |
| Desktop Support and Training | HTTPS, Port 80 (may also fall back to Port 443) | SmoothPay bundles a branded <i>TeamViewer</i> client which provides secure, password-protected and permission-based access direct to the User's Desktop. For more information about <i>TeamViewer</i> , visit www.teamviewer.com <i>Test by starting TeamViewer (using the "RA" icon in the Toolbar), call the HelpDesk and advise the 9-digit number displayed in the TeamViewer client.</i> |

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.

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 rules allow SMTP from a single machine (your Email Server) preventing **SmoothPay** from sending emails from a different machine. FTP might be blocked completely, and so on.

Email not being Sent

You may have a Microsoft Exchange Email Server - this needs to be set to allow SMTP access from your **SmoothPay** workstation/s.

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.

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

*** END ***