

## D-Scribe X Server Requirements

---

- I) D-Scribe X is software that will be installed on a hospital provided server for allowing GD e-Bridge administrators to remotely review their e-Bridge Messages, Video Calls and WorkFLOW cases. The server can be a physical server or a Virtual Machine (preferred). This server does NOT need to be publicly accessible, just accessible via the local network. The D-Scribe X software install will configure IIS and a local MySQL database and requires no additional licenses from the customer other than the Windows Server Operating System (OS). The minimum system requirements for D-Scribe X are:
- a. Windows Server 2019 or newer OS
  - b. Server-grade, 64-bit CPU (such as Intel Xeon), 2+ cores/vCPU recommended
  - c. 16GB RAM (Note: May need more depending on utilization)
  - d. Three (3) Disk Volumes arranged as follows (drive letters are flexible):
    - a. Volume 1 (C:) – OS Install
      - i. Size - 100GB or greater recommended
    - b. Volume 2 (D:) – Primary Storage for Database (DB) and Attachments
      - i. Size - 100GB (Note: This could vary widely depending on how e-Bridge is used. This volume should be expandable as needed if the 100GB fills up.)
    - c. Volume 3 (E:) – Database Search Indexing
      - i. Size - 25GB recommended
  - e. 1Gbps or faster network connection
  - f. Static or DHCP Reserved IP Address
  - g. 2 DNS CNAME records that point to the D-Scribe X server's hostname that are named as follows:
    - a. dx-service-hospitalid.hospitaldomain.com where hospitaldomain.com is the domain name for the hospital
    - b. dx-client-hospitalid.hospitaldomain.com
    - c. **Note:** "hospitalid" should be a 2-8 character identifier for your hospital. e.g. rh, humc, 529, of157, etc.
    - d. **Note 2:** CNAMEs only need to be resolvable internally on the hospital network as the server is not publicly accessible. It is required that CNAME records be entirely lowercase.
  - h. Valid SSL certificate that supports Server Authentication for its Intended Purpose and needs to be installed in the Local Machine certificate store. The certificate also needs to have been exported/imported with a Private Key. The certificate can be from a public Certificate Authority (CA) or an internal enterprise CA.
    - a. It can be a wildcard certificate with a Subject Alternative Name (SAN) property that contains "DNS Name= \*.hospitaldomain.com".
    - b. If not using a wildcard certificate, the certificate must have a Subject Alternative Name (SAN) property that contains the 2 DNS names mentioned above like such:
      - i. "DNS Name= dx-service-hospitalid.hospitaldomain.com"
      - ii. "DNS Name= dx-client-hospitalid.hospitaldomain.com"
  - i. A backup mechanism in place for backing up the entire D-Scribe X Server for Disaster Recovery purposes. If backing up of the entire Server is not possible, at a minimum the data on the D-Scribe X Server's Data volume (typically D:\) MUST be backed up. This volume contains the database and all of the recorded attachments. This data is initially

## D-Scribe X Server Requirements

cached in %ALLUSERSPROFILE%\General Devices\ and its subfolders (typically C:\ProgramData\General Devices). Data is then transferred to the Database and moved to the D:\ volume. The Recovery Time Objective and Recovery Point Objective (RTO/RPO) for your organization will determine how often backups need to occur and how long you will need to keep them for. GD recommends consulting with the organization's Compliance department to determine how long this data needs to be stored for.

- II)** The following ports need to be open in any firewalls between the D-Scribe X Server and the internet for communication:

Port # (Protocol)	Source	Destination
443 (TCP)	IP Address of D-Scribe X Server	ebridge.gdserver.net sentry.gdserver.net gdsupport.gdserver.net webupdate.gdserver.net <b>Note:</b> If specific IP addresses are required, contact General Devices Support via <a href="mailto:support@general-devices.com">support@general-devices.com</a> .
443 (TCP)	IP Address of D-Scribe X Server	codedeploy.us-east-1.amazonaws.com codedeploy-commands.us-east-1.amazonaws.com awscli.amazonaws.com gd-builds.s3.amazonaws.com <b>Note:</b> If specific IP addresses are required, contact General Devices Support via <a href="mailto:support@general-devices.com">support@general-devices.com</a> .
443 (TCP)	IP Address of D-Scribe X Server	*.zoom.us *.zoom.com <b>Note:</b> Only required if also using the Live Streaming portion of e-Bridge and recording those calls <b>Note:</b> For specific IP addresses, see <a href="#">e-Bridge Live Streaming Firewall Settings (Zoom)</a> .
443 (TCP)	IP Address of D-Scribe X Server	gd.pubnubapi.com <b>Note:</b> Required for server health checks by GD Tech Support
22 (TCP), 443 (TCP)	IP Address of D-Scribe X Server	gd.securelinkcloud.net <b>Note:</b> Securelink connection for GD Tech Support remote access

**Note:** If any Web Security Gateways are used (such as Websense, Zscaler, McAfee Web Gateway, Bluecoat, Barracuda, etc), the above sites must be whitelisted in them as well.

## D-Scribe X Server Requirements

---

- III)** The following ports need to be open in any firewalls between the end user PC's and the D-Scribe X server:

Port # (Protocol)	Source	Destination
443 (TCP)	IP Address(es) of admin PC's used for D-Scribe X reviews	IP Address of D-Scribe X Server <b>Note:</b> This is traffic between internal PC's on the same network as the D-Scribe X Server and is typically NOT blocked.

- IV)** D-Scribe X software runs as a Local System account and needs full access (Read, Write and Delete) to the following folders. These folders should also be excluded in any anti-virus/anti-malware software:

- a. %ALLUSERSPROFILE%\General Devices\ and all subfolders (typically C:\ProgramData\General Devices)
- b. %ALLUSERSPROFILE%\Amazon\ and all subfolders (typically C:\ProgramData\Amazon)
- c. %PROGRAMFILES(X86)%\General Devices\ and all subfolders (typically C:\Program Files (x86)\General Devices)
- d. %PROGRAMFILES(X86)%\MySQL\ and all subfolders (typically C:\Program Files (x86)\MySQL)
- e. %PROGRAMFILES%\General Devices\ and all subfolders (typically C:\Program Files\General Devices)
- f. %PROGRAMFILES%\MySQL\ and all subfolders (typically C:\Program Files\MySQL)
- g. D:\ProgramData\MySQL\ and all subfolders
- h. D:\ProgramData\General Devices\ and all subfolders
- i. E:\Elastic\ and all subfolders