



Getting Started on Asite

How to configure your PC to use Asite Applications

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Rev	Reason for Issue	Distribution	Date
1	New Template	Public	12/01/2004
2	Change to Oracle Java settings	Public	26/01/2004
3	Change to internet printing settings	Public	16/02/2004
4	Addition of IP Addresses	Public	11/06/2004
5	Change to minimum specs and security settings	Public	21/05/2004
6	Change to security settings, first time using system added	Public	10/06/2004
7	Incorporated IE6 & XP SP2 information plus numerous corrections & clarifications.	Public	13/10/2004
8	Removed entries for Microsoft VM, as no longer required plus some alterations.	Public	08/09/2005
9	Removed requirements for installing Asite Root certificate and IE Setting for Temp Internet Files. Removed requirement for having Caching exceptions in Proxy Servers or other caching devices.	Public	10/02/2006
10	Added Support for IE7. Changed recommended JRE version to 1.4.2_12. Added option for handling of encrypted pages. Updated domain list. Updated office address.	Public	09/02/2007
11	Added Support for Windows Vista cBIM and Asite Navigator requirements included	Public	01/01/2008
12	Updated IP Address Range. Added details about "Use HTTP 1.1 through proxy connections" IE Setting. Moved Revision History section to the 2nd page. Added Mac OS details and Firefox browser support information	Public	15/05/2008
13	Added details about SSL 2.0 and updated minimum browser versions to exclude deprecated versions. Updated IP address range to exclude IPs no longer in use	Public	06/11/2008
14	Updated screenshots as per the Summer Release. Updated domain list to remove unused domains and added new portal domain	Public	19/06/2009
15	Updated Mac OS, PDF Reader and JRE related requirements	Public	04/01/2010
16	Update IP Addresses/URLs and Recommended Configuration	Public	03/09/2013
17	Added Compatibility settings and Java additional settings	Public	24/03/2014
18	Advanced viewer support	Public	01/06/2015
19	Pre-requisites added for Adoddle Navigator and Office Plugin	Public	23/10/2015
20	Browser Version Compatibility and URLs Public 14	Public	14/11/2016
21	Changes in Client PC Requirements added Windows 10 and text changes for supported browsers	Public	18/05/2017
22	Changes to basic requirements for using Advanced Viewer	Public	15/06/2017
23	Remove Support for IE10 from Release 20.0	Public	22/02/2018
24	Remove PC Configuration Check applet	Public	22/06/2018

Summary: The purpose of this document is to provide guidance on the IT requirements and configurations required to access Asite services via the Internet.

Prepared by: Asite Support



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1 Introduction:

The purpose of this document is to provide guidance on the Workstation configurations required to access Asite Services via the Internet. For detailed information on Network Configuration, please refer the [Appendix](#) section within this document.

2 Client PC:

2.1 System Requirements

System Requirements	Minimum	Recommended
Operating System	Windows 7/8 ⁸ , Mac OS ⁹	Windows 7/8/10 ^{2,7}
CPU Speed	1GHz	3GHz
System RAM	1GB	8GB
Internet Bandwidth	ADSL/Cable with 256kbps or greater per concurrent user ³	ADSL/Cable with 2mbps or greater per concurrent user
Screen Resolution	1280 x 1024 ⁶	1600 x 900
Web Browser	Internet Explorer 11, Latest Stable version of Firefox, Google Chrome and Microsoft Edge ¹² .	Internet Explorer 11, Latest Stable version of Firefox, Google Chrome, Microsoft Edge ¹² and Safari. Asite makes every effort to test and support the most recent version of Firefox and Google Chrome.
Sun Java Virtual Machine	JRE ⁴ Version 1.8	Latest Version
Adobe Acrobat Reader	Version 11 ⁵	Latest Version
Adobe Flash Player	Version 11	Latest Version
Graphics Card ¹⁰	3D accelerated graphics card with minimum 256 MB of RAM	NVIDIA GeForce 6800 ultra or equivalent

Asite applications can effectively be used from any PC that is capable of running the software prerequisites and has an internet connection. As such the listed hardware requirements are intended more as a guide to what would be usable in a real-world situation.

¹ The user must be logged onto the system with Administrative rights for the Advanced Viewer to be installed correctly during first time use. MSI file is available for installing the Advanced Viewer. Systems running Windows OS versions older than Windows 10 will require Windows Update KB2999226 to use 2015 CRT runtimes.

² Concurrent users are the numbers of users that are actively using the internet at any given time. The bandwidth required on a network is affected by many factors such as email usage, use of other online tools etc. so we cannot give an exact figure.

³ JRE stands for Java Runtime Environment. Adoddle users do not need JRE unless if they are using the Advanced Upload Functionality.

⁴ Print Views will be available in PDF Format



- ⁵ Whilst 1280x1024 is the basic minimum resolution required, higher resolution is recommended for viewing information without scrolling.
- ⁶ Users may need to switch off “Enable Protected Mode” in Internet Explorer > Security Options to use Applets and ActiveX controls.
- ⁷ Users on 64-bit Operating System can use the 32-bit IE version.
- ⁸ Asite Workspace has been tested with Mac OS X version 10.5.8. Mac Users will need Firefox version 3.0.11. The integrated viewer does not support Mac OS but users can click on the File Type icon to quickly view the files in the Native Applications. Alternatively, Adoddle version can be used, which has support for HTML5 viewer
- ⁹ Microsoft Edge is not supported in the Classic version. Users will need to upgrade to the Adoddle version if Microsoft Edge is used or use Internet Explorer 11 for Classic version.

2.2 Pop-Up Blocking

- Pop-up advertising is not used in any Asite application. However, the same technology is used to open additional Browser windows when required within our applications.
- If you do use a pop-up blocker or some other form of Ad control, please ensure that it allows ActiveX, Java & JavaScript traffic from Asite.
- For this reason, if you choose to use pop-up blocking software it will need to be configured with an exclusion to allow pop-ups for the asite.com domain. You will need to add *.asite.com in the allowed websites for pop-ups.

2.3 Virus Protection

- Real-time Virus scanning is used on our file servers and we believe, but do not warrant that the files available for download from our Applications are Virus free. However, you should take full responsibility for virus checking.

2.4 Software Firewalls

- Software Firewalls running on the client machine are configurable with a host of attributes. Some of these firewalls include options for cookie control, pop-up blocking and content filtering, along with the more obvious virus and hacker protection. It is recommended that you create an exception for the asite.com domain, for instance by adding it to the “Trusted Zones” portion of the firewall.
- Software firewalls must also allow ActiveX, Java & JavaScript traffic for the asite.com domain.

2.5 Local Administrative Rights

In order to be able to correctly configure the Asite applications, users should be able to:

- Download and install software on their computer.
- Change their settings (including security settings) in Internet Explorer.

When using ActiveX components (Advanced/Compare Viewer) for the first time, the components require Administrative Rights to install. A workaround for this is for a user with Administrative Rights to login to the PC, complete the viewing/compare process on the Asite system and accept the installation prompts. This should then apply to the non-admin user.



3 Configuring your PC

3.1 Speed Test

It is recommended that prior to using Asite, you test the download and upload speed to the Asite Platform. To do so, click on the following link:

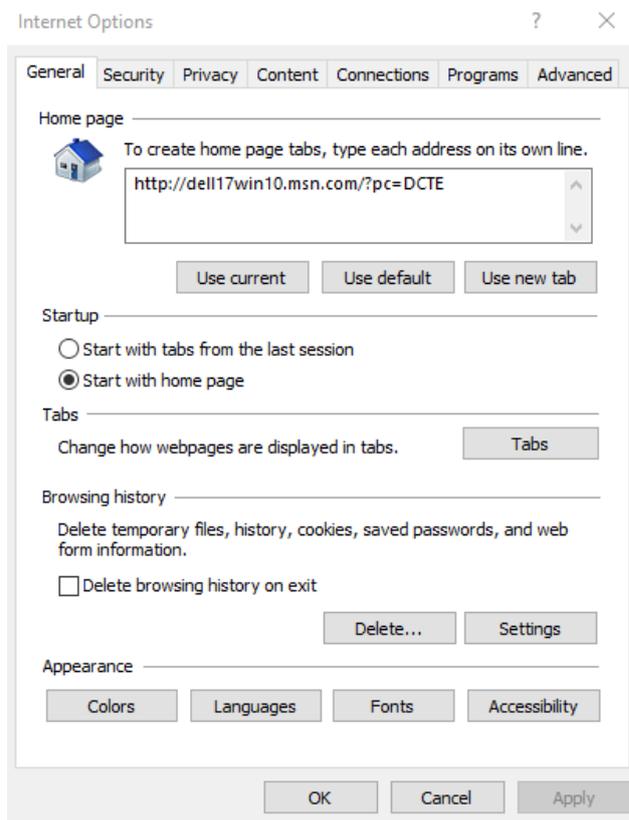
<https://speedtest.asite.com> - For UK DC

<https://speedtestb.asite.com> - For US DC

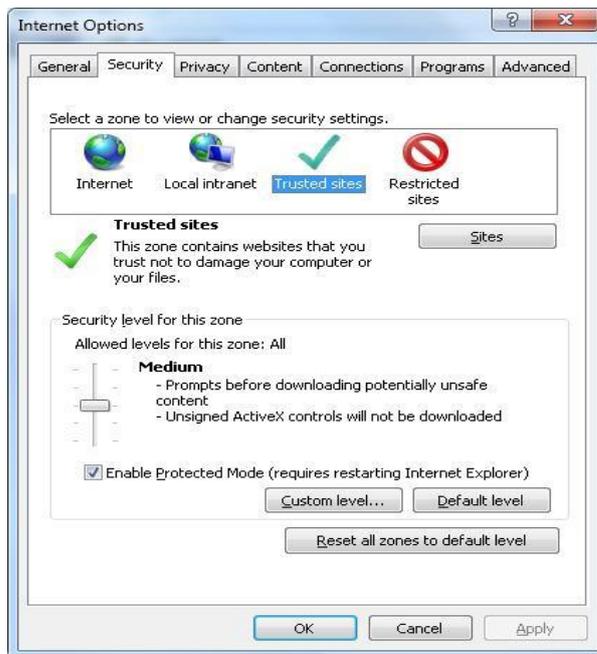
<https://speedtestd.asite.com> – For AUS DC

3.2 Configuring Internet Explorer

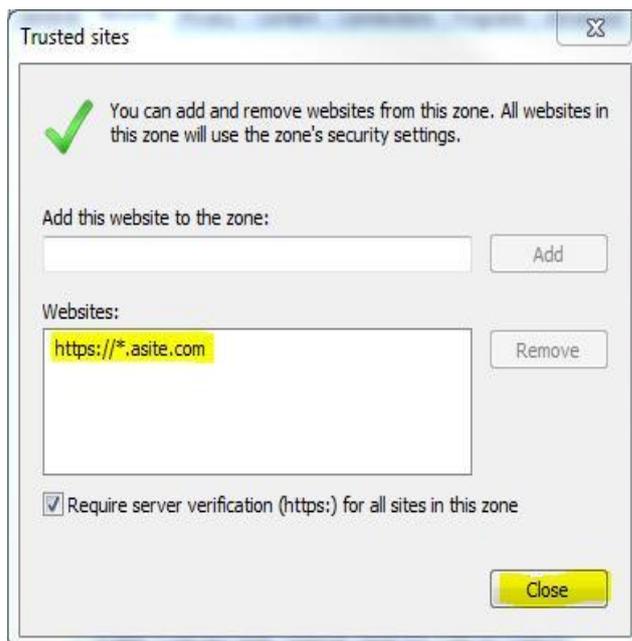
- Within Internet Explorer, from Tools, select Internet Options to get the following:



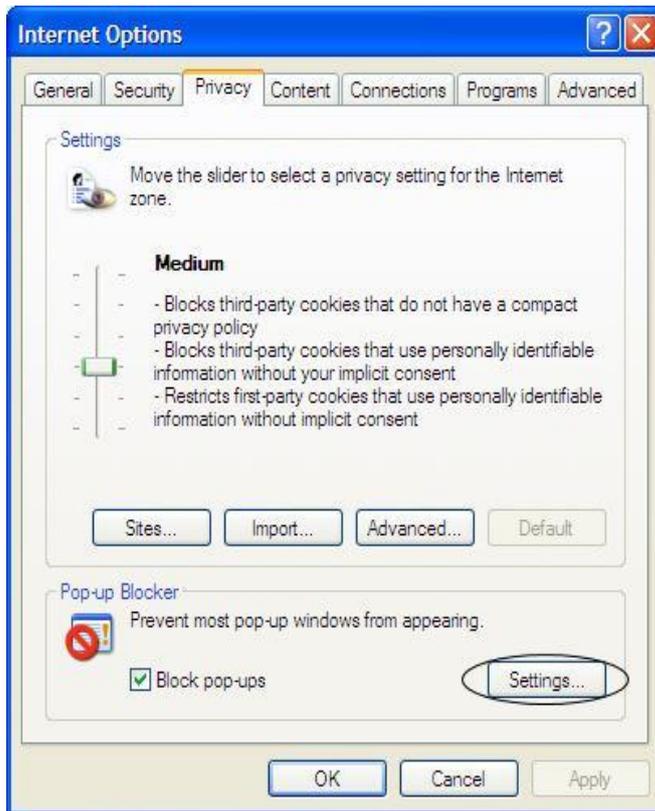
- Click the **Security** tab and select the Internet icon  in the Zones section:
- Click Default Level, which will adjust the slider to Medium.



- Select the Sites button & add https://*.asite.com to the trusted sites list & select Close to save the setting:



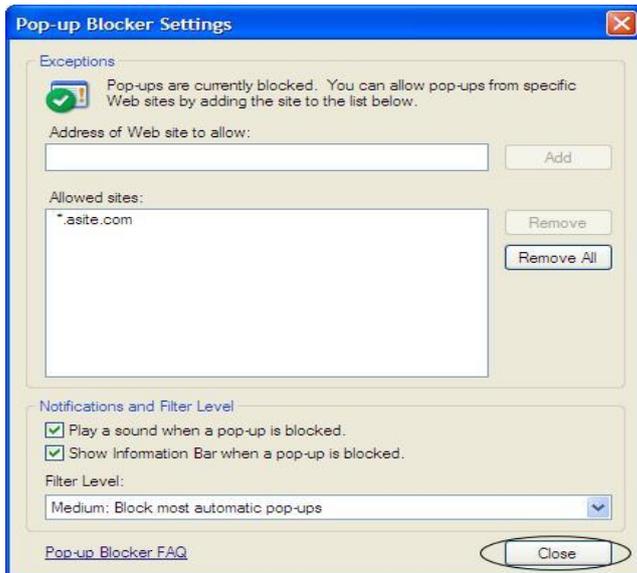
- Click the **Privacy** tab (Internet Explorer 10 and above), and under the settings section:
- The slider should be set to Medium, which is the default (although it will work set to Medium High or lower)



- Type *.asite.com into the “Address of Web Site to allow:” input box & click the “Add” button.



- *.asite.com should now be displayed in the “Allowed sites:” section of the page, as below. Click on the “Close” button to complete the change. Pop-ups for *.asite.com are now allowed.

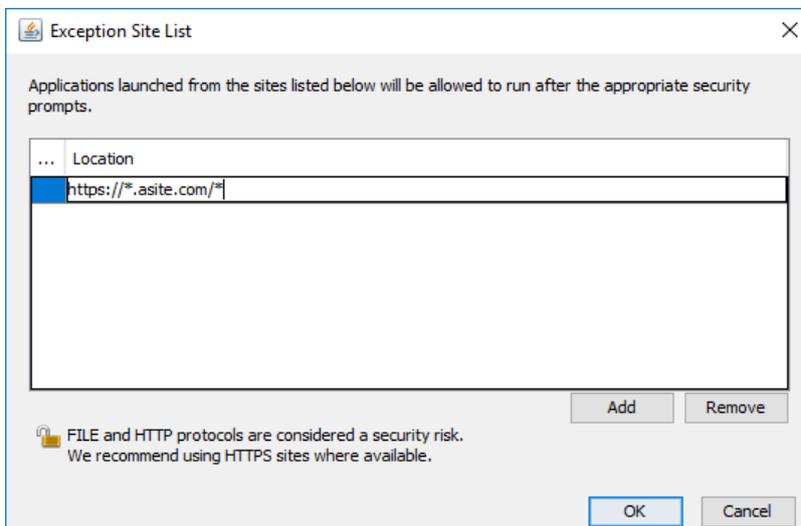


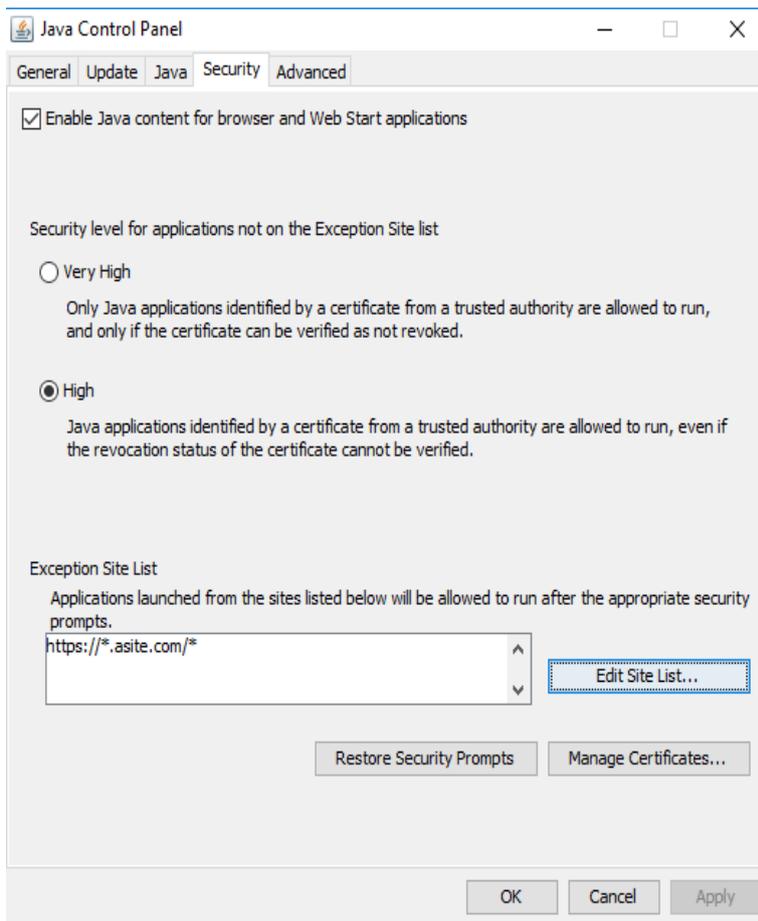
- Click the **Advanced** tab and scroll down:
 - Under HTTP 1.1 Settings, tick the following:
 - Use HTTP 1.1
 - Use HTTP 1.1 through proxy connections
 - Under Printing, tick the following:
 - Print background colours and images
 - Under Security, make sure the following are ticked/unticked as displayed below:
 - Do not save encrypted pages to disk
 - Use TLS 1.0
 - Use TLS 1.1
 - Use TLS 1.2

You will need to close and then reopen all Internet Explorer Windows for these settings to take effect.

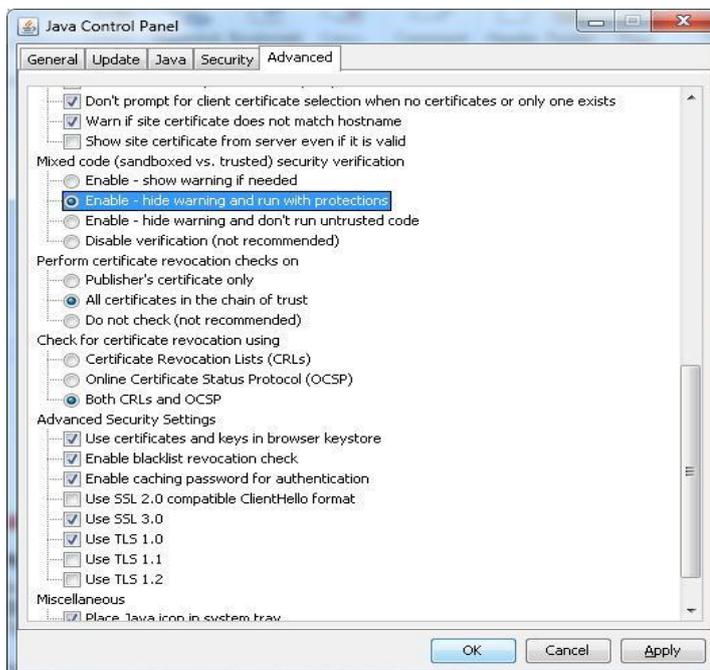
3.3 Configuring Java (*When accessing Asite using Internet Explorer*)

- Go to Start on your desktop
- Go to control panel and open Java control panel (Control Panel\All Control Panel Items)
- As in the screen shot below, go to the 'Security' tab and add Asite in the Exceptions Site list https://*.asite.com/





- Once done go to the Advance tab and scroll down to find Mixed Code (Sandboxed vs. trusted) security Verification.
- Select “Enable - hide warning and run with protections”.



- Once done click on Apply and Ok.



4 Using the System for the first time.

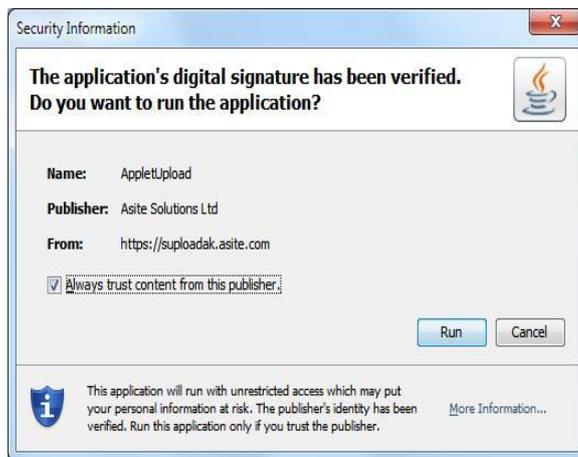
4.1 Logging in

- In the address field of your browser type: <https://www.asite.com>
- Click on the Login Tab
- Fill in your login details and click on the “Submit” button.

If you have successfully entered your login details you will now be logged into the Asite Platform. Click on the Application that you wish to use to start using the service.

4.2 Security Prompts (When accessing Asite using Internet Explorer)

- The first time you Publish, View, Compare or Download within the system you will be prompted to install ActiveX or Java components.
- Systems running Windows OS versions older than Windows 10 will require Windows Update KB2999226 to use 2015 CRT runtimes. Please visit <https://support.microsoft.com/en-us/kb/2999226> for more details from Microsoft.
- When you publish a document through Advanced upload, you will get the following screen to install the applet control that runs the upload process from your PC:



- The first time that you try to view or download a document you will get the following security warning:





- When you try to download files using the “Extract” option for the first time, you will get the following security prompt.



- In all cases, you should choose to always trust Asite. In the first example, you should select Always install software from “**Asite Solutions Ltd**” and click on Install, while in the second example you should select **Always**. This will ensure that the user is not prompted for each subsequent use of the application.
- Advanced Viewer MSI will need to be installed before proceeding with first time Advanced/Compare viewer use.

5 Plugins and Downloads to make use of the Asite Platform

<https://www.asite.com/resources#downloads> has a wide range of downloads and plugins to make use of the Asite platform

The files located here include:

- MSI file to install the Advanced ActiveX Viewer Components for users without Administrative rights
- Latest version of Adoddle Navigator

In order to use Adoddle Navigator Office Plugin, you need to install the appropriate prerequisite software listed below as per your Microsoft Office Suite Version

Office version	Prerequisite	Download URL	Remarks
2016	.NET Framework 4.0 Client Profile (Minimum)	https://www.microsoft.com/en-in/download/details.aspx?id=24872	
	Visual Studio Tools for Office Runtime 4.0	https://www.microsoft.com/en-in/download/details.aspx?id=48217	
	Office 2016 Primary Interop Assemblies (PIA)		Usually gets installed with Office
2013	.NET Framework 4.0 Client Profile (Minimum)	https://www.microsoft.com/en-in/download/details.aspx?id=24872	
	Visual Studio Tools for Office Runtime 4.0	https://www.microsoft.com/en-in/download/details.aspx?id=48217	
	Office 2013 Primary Interop Assemblies (PIA)		Usually gets installed with Office



2010	Office 2010 Service Pack 2		
	.NET Framework 4.0 Client Profile (Minimum)	https://www.microsoft.com/en-in/download/details.aspx?id=24872	
	Visual Studio Tools for Office Runtime 4.0	https://www.microsoft.com/en-in/download/details.aspx?id=48217	
	Office 2010 PIA		Usually gets installed with Office
2007	Office 2007 Service Pack 3		
	.NET Framework 3.5	https://www.microsoft.com/en-in/download/details.aspx?id=21	
	Visual Studio Tools for Office Runtime 3.0	https://www.microsoft.com/en-in/download/details.aspx?id=23656	
	Office 2007 Primary Interop Assemblies (PIA)	https://www.microsoft.com/en-in/download/details.aspx?id=18346	

6 APPENDIX

6.1 Introduction

The purpose of this section is to provide guidance on the IT requirements and configurations required to access Asite Services via the Internet.

Getting individual users started on Asite is easy, with a few simple Internet browser settings to be configured on their PC. However, our experience has found that several other elements within the Network Infrastructure can affect a user's access to Asite and the performance of the services.

This document provides a checklist of IT requirements and recommended configurations for your IT equipment. As you can see below there can be a multitude of devices between the user and the Internet, all of which can have an effect on the functionality of Asite's applications.

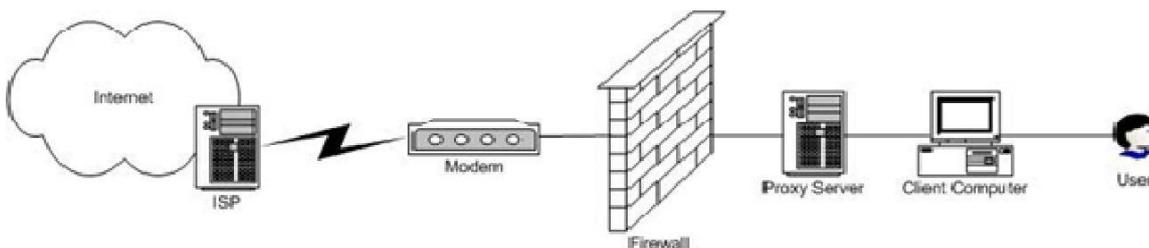


Figure 1 : An example of the multiple layers of hardware and security devices between the internet and a network user

6.2 Content Acceleration

Asite utilize content acceleration services in order to improve user's experience of using the Asite Platform by optimising response times. The following is a list of the current IP Addresses used by the Asite applications. This list was correct at the time the document was created. While every effort is made to ensure that the documents are up to date, please contact Asite support to confirm these are up to date.



IP Address ranges used by Asite:

- 93.184.219.220
- 72.21.92.220
- 110.232.178.220
- 168.128.108.0/24
- 168.128.37.0/24
- 168.128.38.0/24
- 168.128.7.0/24

Domain Names

The following is a list of domains that are used by various Asite applications:

www.asite.com portal.asite.com portalak.asite.com publicformsak.asite.com publishtemplate.asite.com shop.asite.com		
batchprint.asite.com batchprintak.asite.com calendar.asite.com calendarak.asite.com developer.asite.com dms.asite.com dmsak.asite.com elearning.asite.com elearningak.asite.com exchange.asite.com exchangeak.asite.com gateway.asite.com gatewayak.asite.com m.asite.com mak.asite.com navigator.asite.com navigatorak.asite.com reporting.asite.com reportingak.asite.com speedtest.asite.com supload.asite.com suploadak.asite.com upload.asite.com viewer1.asite.com viewer1ak.asite.com viewerx.asite.com viewerxak.asite.com	archiveb.asite.com batchprintb.asite.com calendarb.asite.com developerb.asite.com dmsb.asite.com elearningb.asite.com gatewayb.asite.com mb.asite.com navigatorb.asite.com reportingb.asite.com speedtestb.asite.com suploadb.asite.com viewer1b.asite.com uploadb.asite.com viewerxb.asite.com adoddle.asite.com adoddleak.asite.com adoddleb.asite.com adoddled.asite.com workflow.asite.com workflowak.asite.com workflowb.asite.com workflowd.asite.com report.asite.com reportb.asite.com reportd.asite.com	archived.asite.com batchprintd.asite.com calendard.asite.com developerd.asite.com dmsd.asite.com elearningd.asite.com gatewayd.asite.com md.asite.com navigatord.asite.com reportingd.asite.com speedtestd.asite.com suploadd.asite.com viewer1d.asite.com uploadd.asite.com viewerxd.asite.com messenger.asite.com messengerb.asite.com messengerd.asite.com notification.asite.com notificationb.asite.com notificationd.asite.com task.asite.com taskb.asite.com taskd.asite.com appdesigner.asite.com appdesignerb.asite.com appdesignerd.asite.com appdesignerservice.asite.com appdesignerserviceb.asite.com appdesignerserviced.asite.com

6.3 Communication Protocol

Asite applications use HTTP(S) for communication between the client machine and the Asite servers. The encryption and decryption is done using SSL Certificates (which is a part of Trusted Root Certification Authorities) This root certificate is pre-installed as a default on all recent operating systems, so does not need to be installed manually.



6.4 Internet Service Provider

We recommend using a business class ISP to guarantee high uptime and consistency of bandwidth.

- Content Blocking/Filtering
- Ensure that there is no blocking of Java, JavaScript or ActiveX content by your ISP or any devices used within your Internet connection.
- Ensure that there are no upload or download caps on your service. This applies to both file sizes and upload/download times.

6.5 Internet Connections

- The Asite suite of applications are fundamentally built upon the sharing of information/data, and as such may require the uploading and downloading of data that can sometimes be large in size. Bandwidth available to users therefore can have a pronounced effect on the speed and usability of Asite applications.
- There are many factors that can affect the speed of an internet connection. Factors can include time of day, network architecture (for instance VPN's connecting satellite offices to the head office), contention on the service, other applications in use, etc. As such, we have listed below recommendations on the numbers of typical users for a given connection speed.
- The minimum requirement for each concurrent user is 256 kbps.
- For Internet Connection Sharing/LAN we recommend a suitable bandwidth for the number of concurrent users of the Internet on your network. This does not take into account variables such as location of your Mail Server, Internet usage (i.e. heavy or light), use of VPNs or Proxy Servers etc. There are many factors that can affect how much bandwidth a client has available to them and so we have built a significant margin into the recommendations below:

Bandwidth		
1Mbps	50:1	3
2Mbps	20:1	5
2Mbps	1:1	10
4Mbps	50:1	7
4Mbps	20:1	10
10Mbps	1:1	20+
10Mbps	20:1	20
20Mbps	1:1	40+

6.6 Firewalls

- **Firewall Traffic Exceptions:**
 - ✓ Allow all traffic to the Asite.com root domain on ports 80 and 443. The HTTP 1.1 protocol must be enabled.
 - ✓ HTTP Keep-Alive should be enabled
 - ✓ Your firewall should be setup to allow all Java, JavaScript & ActiveX traffic from the Asite root domain. Asite's applications rely heavily on Java, JavaScript & ActiveX and any blocking/filtering of this traffic will prevent certain processes from working properly.
 - ✓ HTTP cookie header information must be allowed to be passed through the firewall from our web server to the end user Web Client and vice-versa.



6.7 Web Content Scanners/Gateway Scanners

Web content scanners should allow scripting of ActiveX and Java. If web content scanners are used on your network, you will need to verify that all Asite's ActiveX and Java components will download, install and run successfully.

6.8 Proxy Servers

- **Proxy Server Traffic**

- ✓ HTTP cookie header information must be allowed to pass through the proxy from our web server to the end user web client and vice-versa.
- ✓ The proxy server should allow all scripting of signed ActiveX components, as well as scripting of Java applets.

- **Proxy Server Bandwidth Management**

Bandwidth management can be used to assign priority to IP traffic both internally to a network (specific users, groups and computers) and externally (to specific domains or IP addresses). If you are using a proxy server with low bandwidth to the internet, adding a priority rule for *.asite.com for all Asite users can increase performance of the application. (Please note that the method used to configure this will vary depending on the device used).

You are now ready to start using Asite Applications.