

To all NHS Trusts CE's, and University Chancellors

13<sup>th</sup> February 2012

Dear Colleagues,

**Re: Accessing NIHR Information Systems**

I am writing directly to you as a number of NIHR funded researchers based in NHS Trusts and Universities have contacted the NIHR to inform us that they are unable to access NIHR systems due to the local internet access policy or firewall settings of their host establishment.

As Research and Development in the biomedical setting is an important element of the Government's *Plan for Growth* strategy, access to the NIHR's systems and services is essential to ensure that all researchers have quick and easy access to information about research funding; are able to conduct and implement research swiftly, easily and securely; and are able to promote the findings of the research to a wide audience of peers.

NHS and academic organisations are therefore expected to review local IT, internet access policies and / or firewall settings to ensure that all researchers are able to access and utilise the full range of systems and services provided by the NIHR. The attached guidance outlines a known issue with some firewall systems and offers solutions, which needs to be carried out by your technical teams.

Should any of your technical team have any question regarding the correct or appropriate settings for your systems then please contact the NIHR IS Function helpdesk either by telephone on 0113 343 0355 or via the NIHR website at <http://www.nihr.ac.uk/pages/PortalHelp.aspx> .

Thank you for your assistance with this matter.

Yours faithfully,



Mr Peter W Knight  
Deputy Director  
Head of Research Information and Intelligence  
Research & Development Directorate  
Department of Health

Cc:	Russell Hamilton	Department of Health
	David Cox	Department of Health
	Louise Wood	Department of Health

## **Known configuration issues with local firewall policies and the NIHR CSP Module**

This guidance for local IT Departments permits the review of configuration settings for users of the CSP module, where problems are being experienced with some functionality.

### **Issue:**

Users that are located behind a Firewall with certain configurations may have issues viewing the Task List or using drop down lists within the CSP Module. If when viewing the Task List it appears blank, or use of the drop down lists cause the system to 'hang' then a configuration on your local Firewall may be blocking this functionality.

### **Resolution:**

To resolve this issue a change to the Firewall that protects the local network needs to be implemented.

The following change needs to be made or checked to make sure it is not restricting the functionality.

Cisco ASA and PIX firewalls have the functionality to run INSPECT policies and filtering. If this is enabled or you run a Proxy Server such as Microsoft ISA Server or WebMarshal the following IPs or URLs need to be excluded from the inspect policies or from being sent via the Proxy Server:

<b>owc.cspmodule.nihr.ac.uk</b>	<b>129.11.11.149</b>
<b>soa.cspmodule.nihr.ac.uk</b>	<b>129.11.11.151</b>
<b>ucm.cspmodule.nihr.ac.uk</b>	<b>129.11.11.150</b>
<b>sso.cspmodule.nihr.ac.uk</b>	<b>129.11.11.148</b>

Once these addresses are excluded the Task List functionality will be restored.

If your service desk or network teams require any further information, or assistance they are welcome to contact the NIHR IS Function Helpdesk on 0113 343 0355 or via the NIHR website at <http://www.nihr.ac.uk/pages/PortalHelp.aspx>