Web Service Configuration for electronic ADR submission

Within some organisations, an error may occur when clicking on the 'Electronically Submit ADR Report to Regulatory Authority' button below:

The reason for this is that the firewall or proxy settings (set by your Network Administrator in IT Services) is such that it denies access to the MHRA HTTPS web-service that receives the ADR report. In other words, the PC that is running MiDatabankEnquiryManager is not allowed to gain access to the web-service for security reasons.

Solution 1:

If you are using MiDatabank Version 3.1.1.1 or later please try un-ticking or ticking the 'Use Proxy for internet connections' box in the Advanced tab in MiDatabankAdmin – as below.
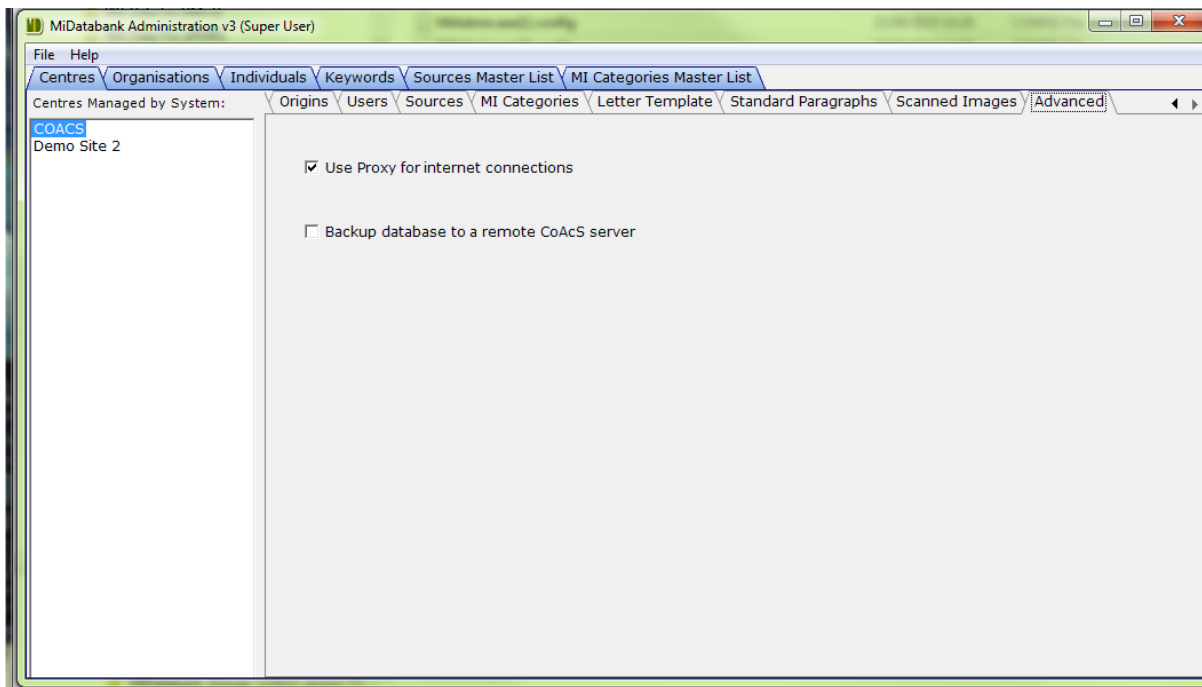
Please close and re-open MiDatabankEnquiryManager after making this change before trying again to 'Electronically Submit ADR Report to Regulatory Authority'.

If this doesn't work please see below:

Solution 2:

Please contact your IT services and request that they enable access from the client PCs that are (or will be) running MiDatabankEnquiryManager. In order to do this, your Network Administrator will require the following information:

The windows application 'MiDatabankEnquiryManager' references the following web-service:

MiDatabank Version 3.2

https://ehr-services.mhra.gov.uk/v2/SubmissionService.asmx

MiDatabank Version 3.1

https://ehr-services.mhra.gov.uk/default.asmx

The IP group to allow connections into EHR (both of the above URLs) is: 87.246.121.0/24 (or 87.246.121.0 / 255.255.255.0). This runs on SSL, but it would be good to have both open, so could outbound ports 80 (http) and 443 (https), be opened

----

Solution 3:

In order to configure the proxy and other related information, there is a configuration file called **MIEnquiryManager.exe.config ***, which can be used to configure the proxy and other related settings. This file is in the same location as MiEnquiryManager.exe which by default is installed into:

C:\Program Files(86)\CoAcS**MiDatabank 3**\

Using the **MIEnquiryManager.exe.config** file below has helped the majority of hospitals experiencing this issue to overcome it. Please make a copy of your existing MIEnquiryManager.exe.config file before updating it.

* If you don't have a copy of this file installed please open notepad or wordpad and paste the text below into the document then save it as 'MIEnquiryManager.exe.config'

MIEnquiryManager.exe.config Option 1:

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <system.net>
    <settings>
      <servicePointManager expect100Continue="false"/>
```

```
    </settings>
    <defaultProxy useDefaultCredentials="true">
      <proxy usesystemdefault="true" bypassonlocal="True"/>
    </defaultProxy>
  </system.net>
</configuration>
```