

DLP Authentication Requirements

How to ensure your system meets
authentication requirements

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Contents

Data Landing Portal Authentication	3
Checking your Operating System	3
Checking your Browser Version	4
Checking your Java Version	5
Checking your Identity Agent	5
Updating the Identity Agent	7
Updating Key Components	8
In Case of Continuing Issues	8

Data Landing Portal Authentication

Data Landing Portal (DLP) provides a secure, centrally managed system to reduce the burden of local data transfers between providers and commissioners. To access it, you will need a compatible browser and a Smartcard set up with the appropriate Role and Business Functions. Separate guidance is available regarding these.

Occasionally, some users may experience issues trying to access the Portal using Internet Explorer as their Smartcard won't authenticate. One manifestation of this is the error stating "Failed to authenticate Spine session".

This guide will show you how to check that the key components of your system are aligned to the Warranted Environment Specification (WES) for Spine, so that your system is optimised for Smartcard authentication.

The current WES document can be found here:

<https://digital.nhs.uk/spine/technical-information-warranted-environment-specification>

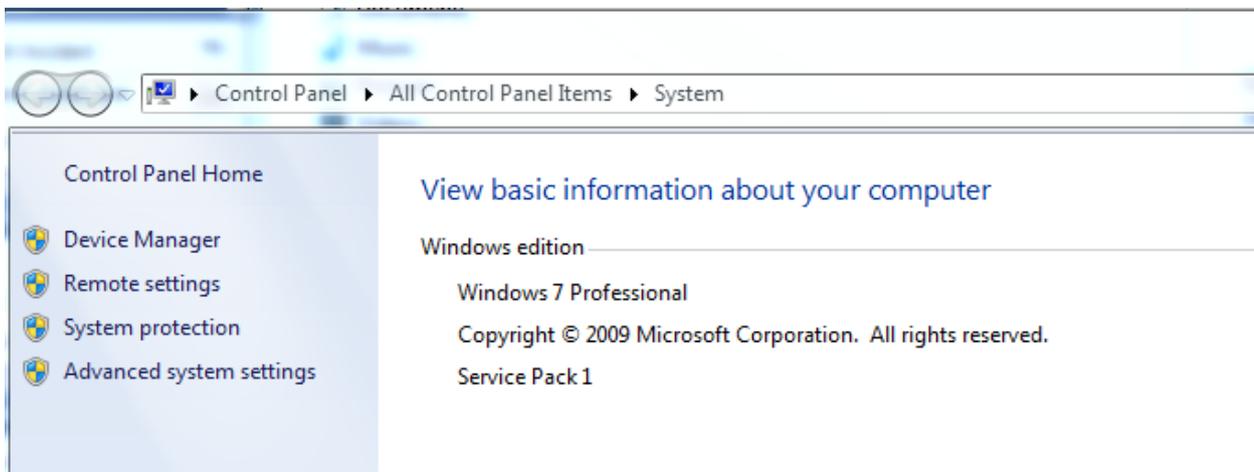
Checking your Operating System

Information on how to find out which windows operating system is installed on your computer can be found here:

<https://support.microsoft.com/en-gb/help/13443/windows-which-operating-system>.

Alternatively if the instructions in the above link do not provide this detail, try the following:

- Open the Windows Start Menu
- Select Control Panel
- Select System
- Look under Windows edition for the version and edition of Windows that your PC is running

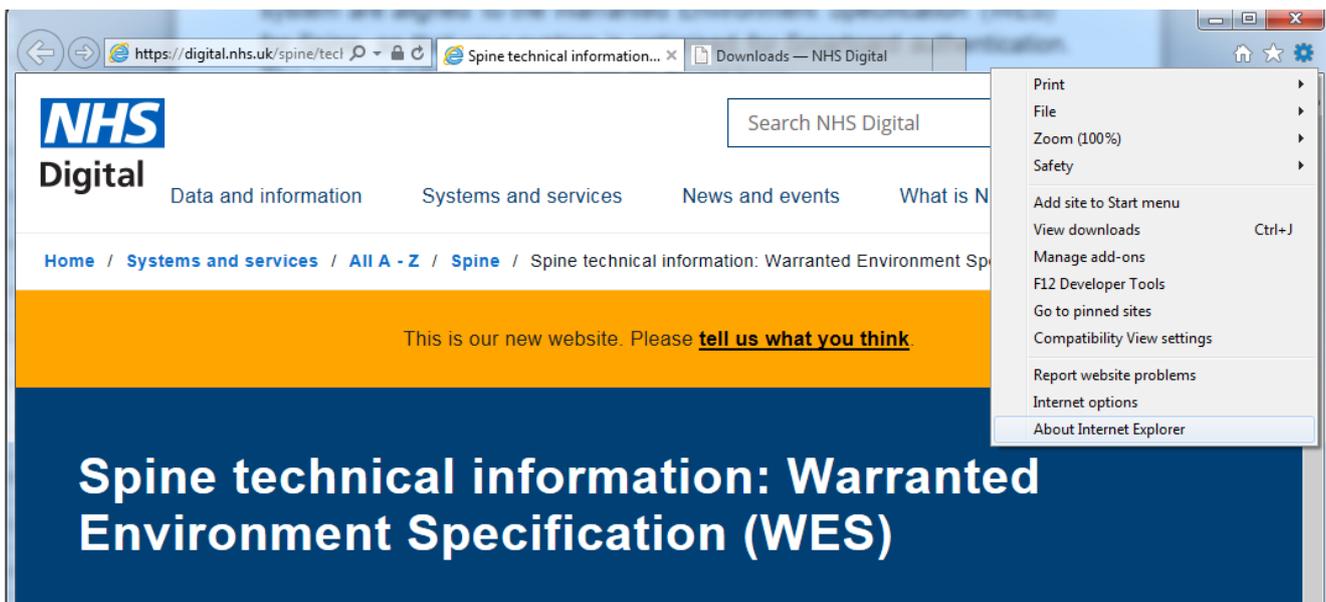


Checking your Browser Version

DLP currently supports the use of Google Chrome (using an extension) and Internet Explorer 11 (with compatibility mode disabled). Compatible browsers can communicate with the appropriate national identity and access management systems.

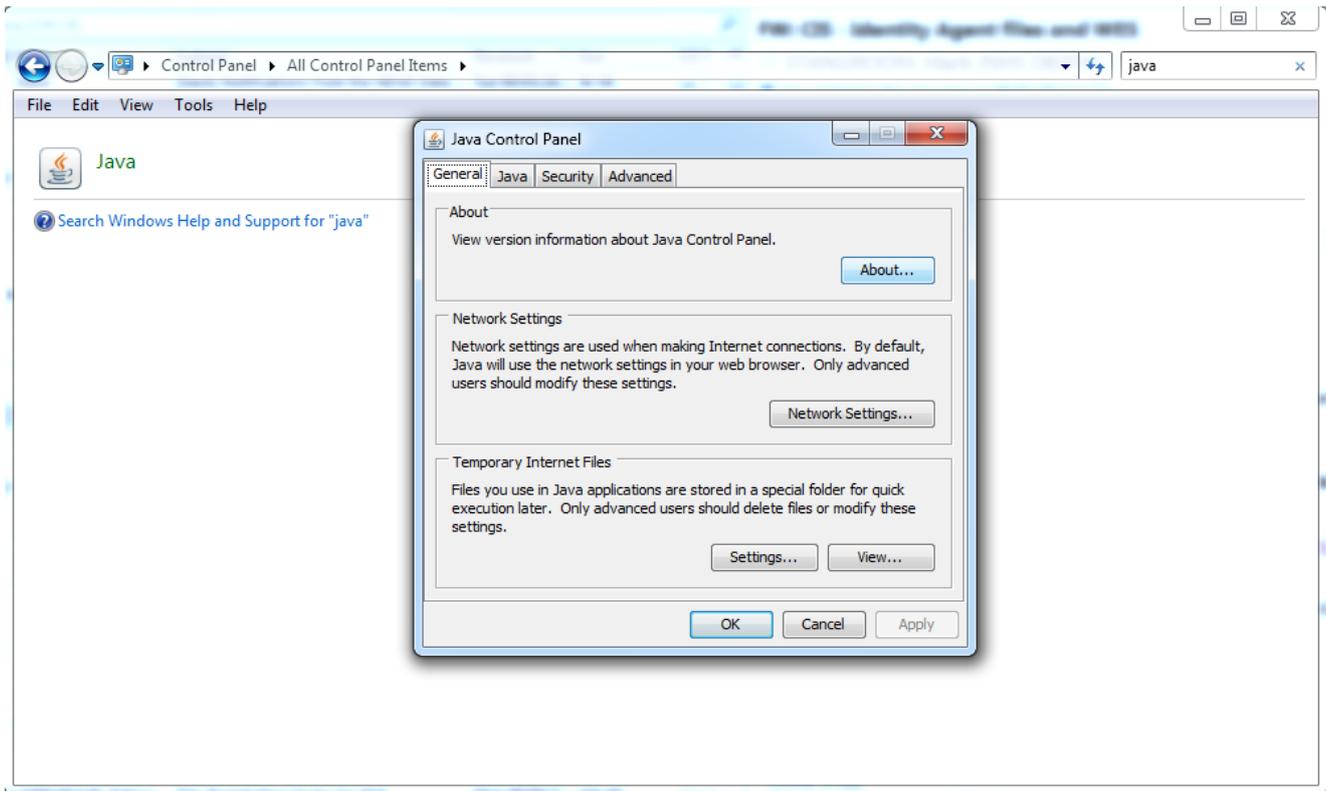
Set up guidance and further information for the compatible web browsers can be found in the [DLP Data Sender User Guidance](#).

To check the version of IE you are running:



- Launch Internet Explorer
- Click the Tools cog in the top right-hand corner of the browser window
- Select About Internet Explorer

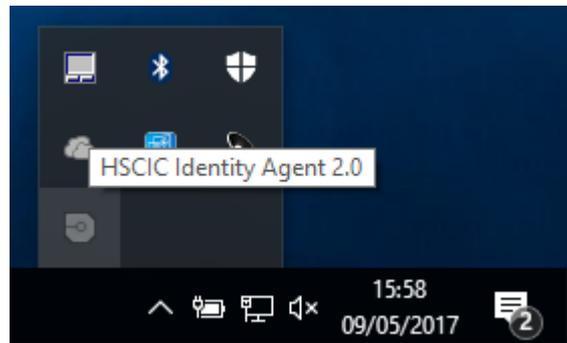
Checking your Java Version



- Open the Windows Start Menu
- Select Control Panel
- Type Java into the search box in the top right corner of the window
- Click on the Java icon
- Select About in the General tab in the pop-up modal
- Java version will be shown

Checking your Identity Agent

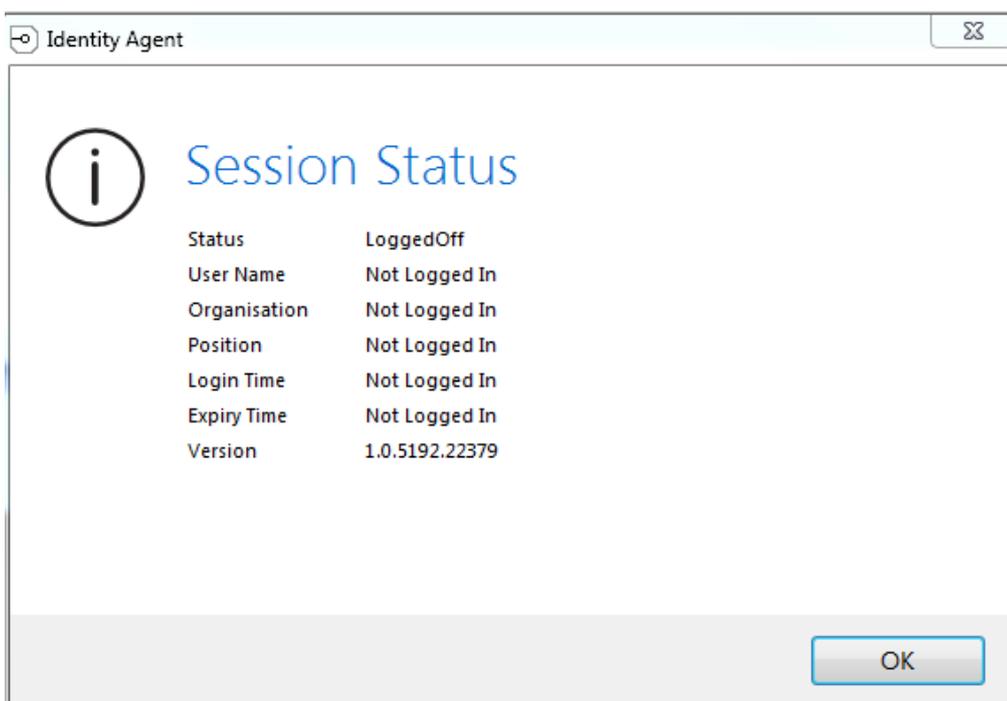
DLP currently uses two factor authentication and currently requires NHS Smartcards which require the use of an identity agent.



- Click Show Hidden Icons symbol in the bottom right of the Toolbar
- Hover cursor over the HSCIC Identity Agent 'chip' logo
- Version will be displayed

If the instructions above do not work try the following:

- Click Show Hidden Icons symbol in the bottom right of the Toolbar
- Right click on the HSCIC Identity Agent 'chip' logo
- Select Status
- A pop-up similar to the one shown below will be displayed:



Updating the Identity Agent

The identity agent is an installable component that resides on every device that acts as a point of access to Spine systems.

NHS Digital Identity Agent v2 (formerly HSCIC Identity Agent v2) is the preferred client as it compatible/warranted for support across the majority of current Operating Systems and components. The required Identity Agent downloads and Middleware can be found here:

<http://nww.digital.nhs.uk/dir/downloads/index.html>

The User Guides, Installation Guide, Administrators Guide and Release Notes (Known Issues) can be found here:

<http://nww.digital.nhs.uk/dir/downloads/NHS%20Digital%20IA%20v2%20Release%20Documentation%20Issue%202.zip>

Updating Key Components

Where the key components are not aligned to the WES, users may experience issues trying to access the DLP. Users are advised to contact their local ICT to update components to those within the WES.

In Case of Continuing Issues

Once these prerequisites have been met, if symptoms persist please raise an incident via the National Service Desk (NSD) including the following information in addition to the standard MDS fields:

- Operating system, edition and service pack
- Browser and version
- Java version
- Identity Agent version
- Smartcard UUID

Please contact NSD via:

[NSD weblog tool \(log in required\)](#)

Or

Call **0300 30 35 035**