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CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)  
Office of Information Services (OIS)  
Enterprise Architecture and Strategy Group (EASG)

# CMS REMOTE DIAL-UP ACCESS GUIDE

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## 1.0 INTRODUCTION

What is Remote Dial-up Access?

Remote dial-up access is the ability to access the CMS Data Center (CMSDC) from your home or business computer using a modem. CMS remote dial-up access is provided by AT&T Global Network Services (AGNS) and you **do not** need an Internet Service Provider (ISP) to connect you to the CMSDC. However, you **do not** have access to 'The Internet' through this connection.

The information listed below will inform you on how to establish a remote dial-up connection to the Centers for Medicare & Medicaid Services (CMS) and the CMS Data Center (CMSDC). AGNS provides CMS with a private frame-relay-based Wide Area Network (WAN). AGNS also provides special dialer software that performs an encrypted login through a local telephone number near the user. As part of the User ID setup process, a user can be granted access to a specific application. All addresses not specifically allowed are automatically denied

CMS employees should contact their [CMS Access Administrator \(CAA\)](#) to request Remote Dial-up access to the specific applications they need access to, such as (M204\_R, TSO\_R, FID\_R, HTS\_R, PECOS\_R etc). If CMS employees need remote dial-up access to the standard CMS desktop and network drives, they must first contact their Executive Officer for approval, and once approved they should contact their CAA to request RMTOFFCO\_R.

Non – CMS employees should contact their Government Task Lead, Business Owner or Project Officer to request Remote Dial-up access to the specific application(s). They in turn will contact the appropriate CAA.

All users will receive an email from Enterprise User Administration (EUA) stating that approval for access has been granted for the specific application you requested. Please allow 48 hours for the Remote Dial-up access account to be established.

Downloading: You may download the AT&T Network Client over the Internet from the AGNS website at <http://help.attbusiness.net>. It is recommended that you download version 5.09.6. If you do not have Internet access to download the Client, please call the CMS IT Service Desk at 410-786-2580 or 1-800-562-1963.

## 2.0 IDENTIFYING THE TYPE OF REMOTE DIAL-UP ACCESS

These instructions are only designed to get you to the application. Application specific instructions are available through the application owner. Contact the CMS IT Service Desk at 1800-562-1963 if needed.

The first step in configuring access to a CMS application is to determine the type of access required for the application. The CMS Application shown below list the applications and the type of access required. The scenarios are based on both application type and whether the access is through a Wide Area Network (WAN) or dial-up connection.

### 2.1 Access Types

There are five types of access covered in this document. They are as follows:

1. AGNS Client
2. Citrix Client
3. Universal Print Driver
4. Application Shortcut for CMS Employees Only: CMS Application Portal
5. CMS Data Center – Host On Demand(HOD)

### 2.2 CMS Applications

The following table details a listing of Citrix and Web applications used to connect to CMS.

**Table 1—CMS Applications**

APPLICATION NAME	TYPE
ATARS - Audits Tracking & Reporting System	Citrix
BUCS - Budget Under Control System	Citrix
CMS Intranet – CMSnet	Web
CIS Staff Action	Citrix
CRAS – Cost Reporting and Analysis System	Web
DESY	Web
DOORS	Client Server
DOORSNET	Web
EUA – Enterprise User Administration	Web
FID - Fraud Investigation Database	Citrix
FULS - Federal Upper Limit System	Citrix
HCIS Customer Information System	Citrix

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<b>APPLICATION NAME</b>	<b>TYPE</b>
HCRIS - Health Care Provider Cost Report Information System	Citrix
HGTS - Harkin Grantee Tracking System	Citrix
HOD TN3270	Web
IRP - Incentive Reward Program Tracking System	Citrix
Information Security & Privacy Computer Base Training (CBT)	Web
MBD – Medicare Beneficiary Database	Web
MDRI - Medicaid Drug Rebate Initiative	Citrix
MED - Medicare Exclusion Database	Citrix
MMCS – Medicare Managed Care System	Web
Metadata Query Facility	Citrix
OIG Hotline	Citrix
PECOS - Provider Enrollment Chain and Ownership System	Citrix
PIMR - Program Integrity Management Reporting	Citrix
QuickHire Federal	Citrix
ReMAS – Recovery Management and Accounting System	Citrix
Remote Desktop CO	Citrix
SPW - State Plan Amendments and Waivers	Citrix
Stars National	Citrix
Stars	Citrix
Visual Source Safe	Citrix

## **3.0 AGNS CLIENT**

The AT&T Global Network Client is a program that enables your Windows computer to easily connect you to CMS private Network using dial-up connections. The AGNS client provides a consistent, easy-to-use interface to access the CMS network from all over the world. The simple installation and setup procedures provide quick access to the network and the advanced features provide convenient, time-saving options for most demanding traveling users.

### **3.1 Pre-Installation Requirements**

The following applications must be present in order to install:

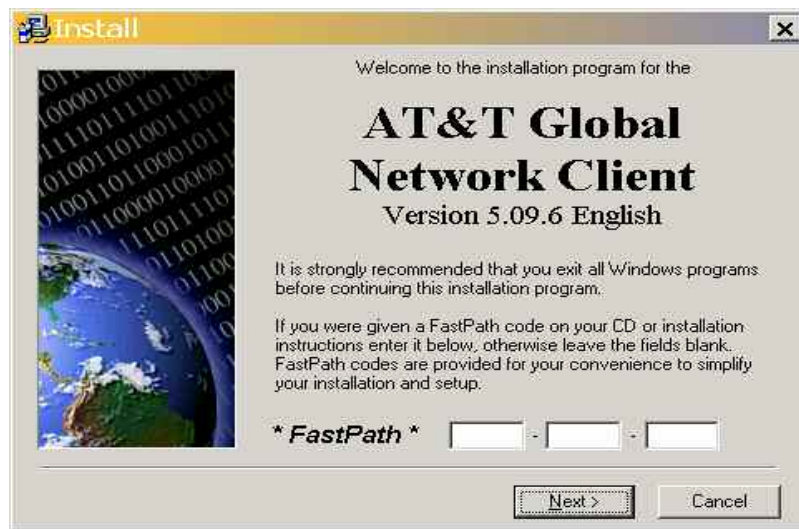
- Windows 98 or greater.
- Modem (56K).
- Microsoft DUN (Dial-up Networking).
- TCP/IP (Transmission Control Protocol/Internet Protocol).
- Microsoft Internet Explorer Version 6 with 128 bit encryption (IE6), and
- Sun JRE (Java Runtime Environment) 1.4.2 or greater (Java is necessary for connectivity to the Mainframe/HOD only).

### 3.2 Installation of AGNS Client

**CMS employees** - Insert the Remote Access CD into your CD-ROM drive on your PC. Double Click on “My Computer”. Double Click on the Drive that indicates your CD ROM drive. Double click on “att\_5096.exe” icon if you have Windows 98/NT/ME/2000/XP.

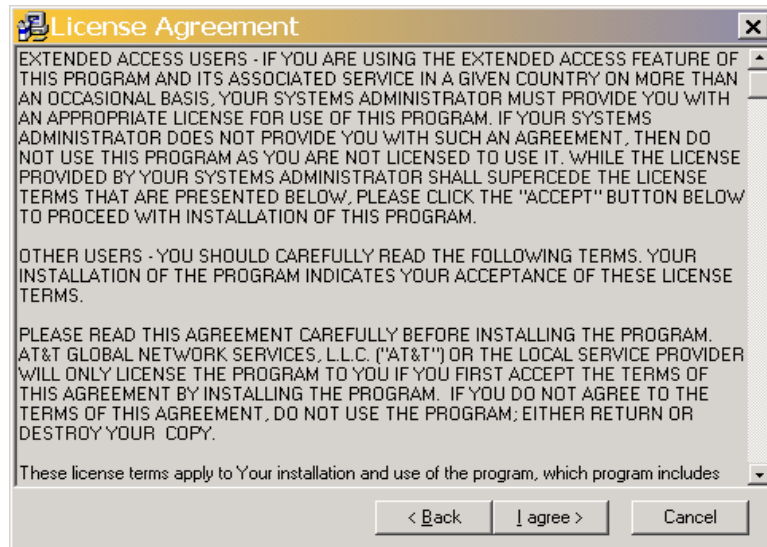
**Non-CMS users** - after downloading the AGNS client from the AGNS website, click on the d5096.exe icon to install.

1. The AT&T Global Network Client dialog box appears as shown below. Click **Next** to continue. **No FastPath is needed.**





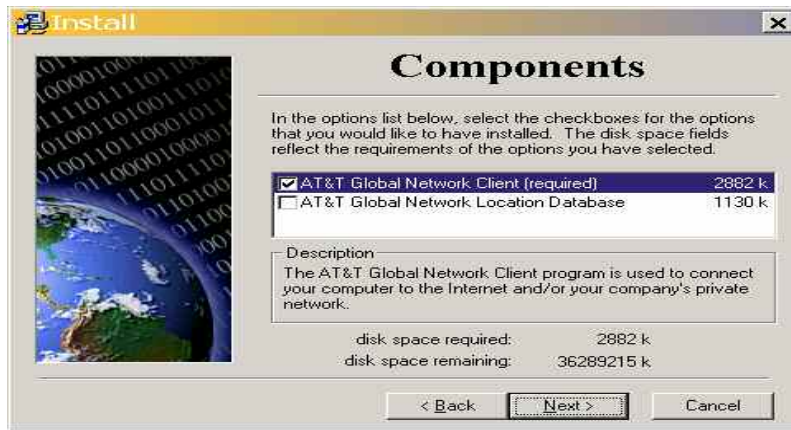
2. The **Legal Agreement** Window appears. Read the Legal Agreement and click “**I agree**” to continue.



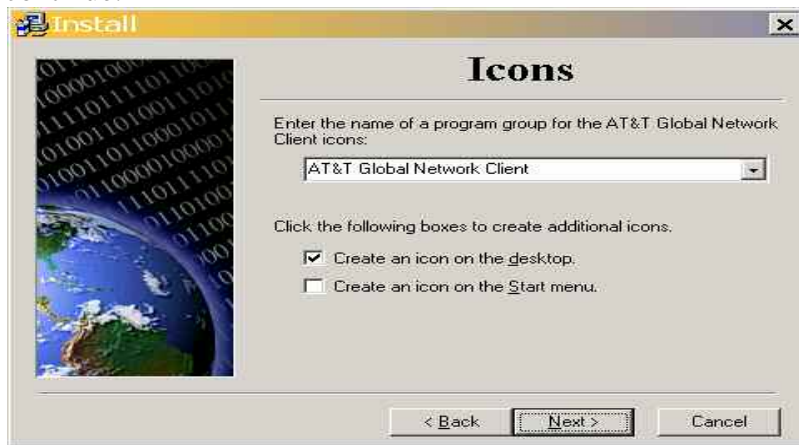
3. The **Folder** screen appears, Click **Next** to continue.



4. The **Components** screen appears, Click **Next** to continue.



5. The **Icons** screen appears, 'create an icon on desktop' should already check, Click **Next** to continue.



6. The **Start** Screen appears, press the “**Install**” button to begin the installation.



7. The **Finished** screen appears, click “**Yes, continue setup**”.



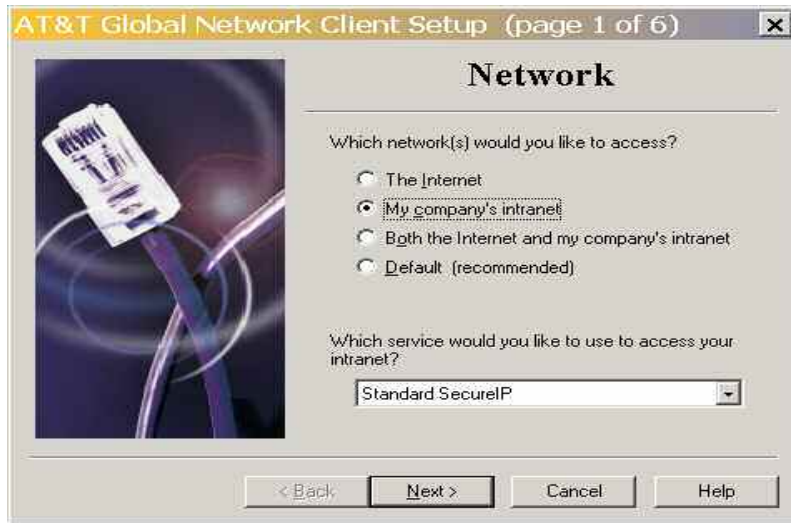
8. The **Welcome** screen appears. Click **Next** to continue.



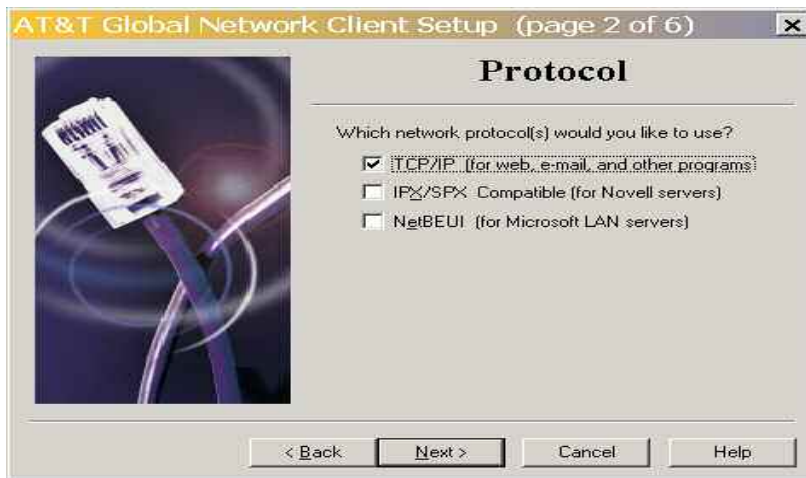
9. The **User ID** screen appears, type in Account **HCFA** and type in your **ID** (i.e. hcfxxxx), where as xxxx = CMS userid.  
To continue setup, click “**Advance Login Properties**”.



10. The **Network** screen appears, select “**My Company’s intranet**”.  
Intranet service must be “**Standard SecureIP**”. Click **Next** to continue.



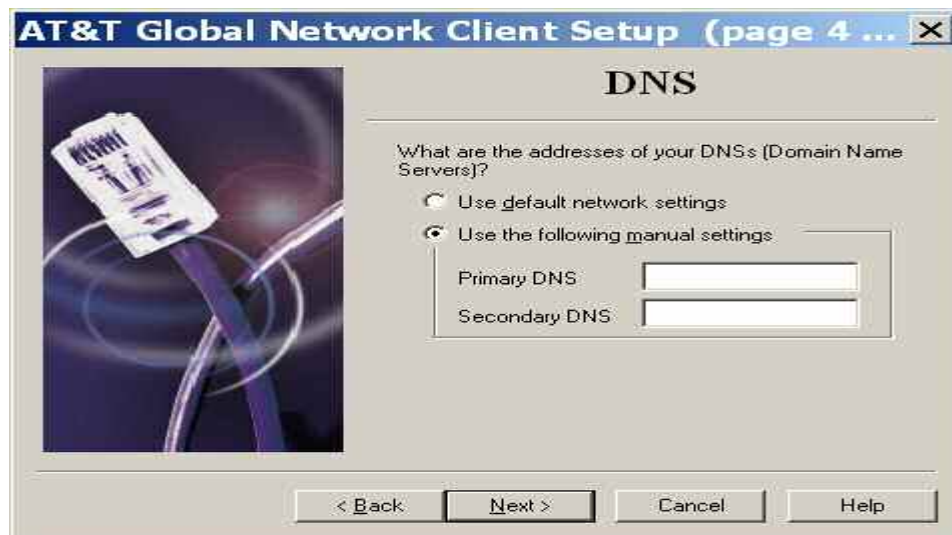
11. The **Protocol** screen appears, “**TCP/IP**” should already be selected. Click **Next** to continue.



12. The **Logon to LAN** screen appears. Select **“No”** and click **Next** to continue.



13. The **DNS** screen appears. Contact the CMS IT Service Desk at 1-800-562-1963 for DNS addresses. Select **“Use the following manual settings”**. Enter the following DNS addresses for the Primary and Secondary. Click **Next** to continue.



14. The **WINS** screen appears; “**Use default network settings**” should already be selected. Click **Next** to continue.



15. The **Domain Suffix** screen appears; “**Use default network setting**” should already be selected. Click **Finish** to continue.



17. The **User ID** screen appears again, verify that the Account is HCFA and User ID is hcfxxxx where as xxxx = CMS User ID. Click **Next** to continue.

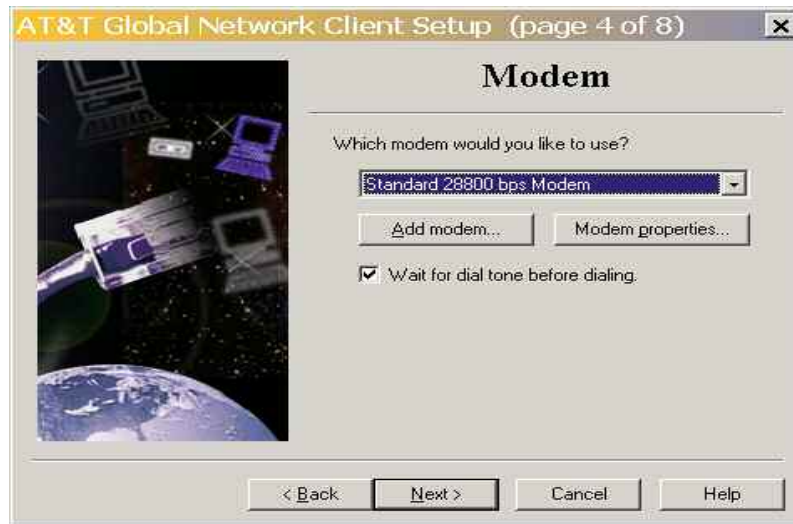


18. The **Network Connection** screen appears; select “**Dial using my computer’s modem**”. Click **Next** to continue.





19. The **Modem** screen appears; if the correct modem does not appear in the box, then click on the drop down arrow and select the correct modem. Check **“Wait for dial tone before dialing”** if you have the check box on your screen. Click **Next** to continue.



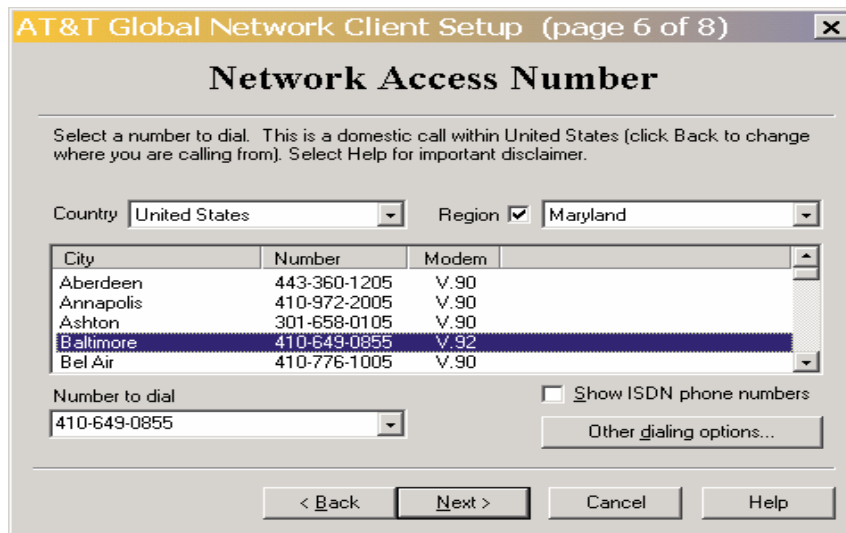
20. The **Location** screen appears:  
**Select the Country, / enter your Area Code, / dial prefix.**  
**If you are working from home and have call waiting you should disable this feature, click dial prefix drop down and select \*70.** Click **Next** to continue.



21. The **Network Access Number** screen appears,

**NOTE:** Pick the location closest to you without being a long distance call. The number you pick must be local exchanges for your calling area. Click **Next** to continue.

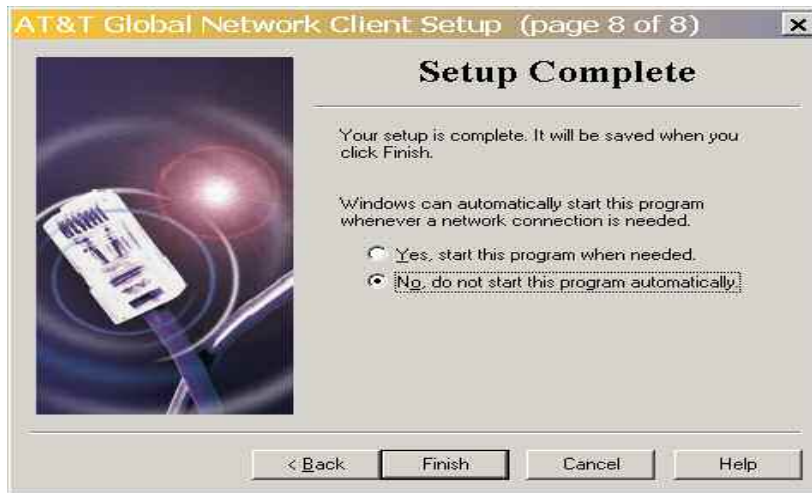
**The 1-800 service incurs additional costs to CMS and is only allowed on an exception basis. Contact the CMS IT Service Desk at 1-800-562-1963 or 410-786-2580 for an exception**



22. The **Auto Launch** screen appears, select “**No, do not auto-launch this program**”. Click **Next** to continue.



23. The **Setup Complete** screen appears, Select **“No, do not start this program automatically”**. Click **Finish** to continue.



## 4.0 CITRIX ICA CLIENT

The Citrix Program Neighborhood Client is the Citrix ICA Client software you use to start applications published on a MetaFrame server. When you use Program Neighborhood, you have a view of applications published at CMS that you are authorized to access.

### 4.1 Pre- Installation Requirements

#### User Account

- You must have a MetaFrame account set up prior to installing the Citrix ICA Client.
- You must have an AGNS Account set up and the AGNS Client installed and configured on your PC.

Computers used with the ICA Win32 Client must meet the following requirements:

- Standard PC architecture, 386 processor or greater
- Windows 98 or greater
- 16MB RAM or greater for Windows 98 or greater
- Microsoft mouse or 100% compatible mouse
- VGA or SVGA video adapter with color monitor
- CD-ROM Drive
- 4-MB hard drive space.

## 4.2 Installation of Citrix ICA Client (Version 7.0)

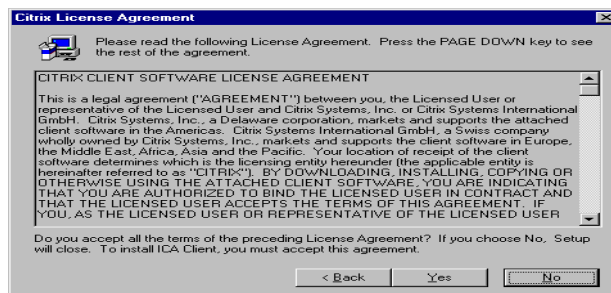
1. CMS users – Insert the Remote Access CD provided in CD-ROM drive. Double Click on “My Computer”. Double Click on the Drive that indicates your CD ROM drive.

NON-CMS users – Download the client from [www.citrix.com](http://www.citrix.com) then double click on the ica32.exe client after downloading it to your desktop.

2. Double Click on Citrix “ica32.exe” Client icon.
3. The Welcome screen appears. Read the information on this screen and click “Next” to continue.

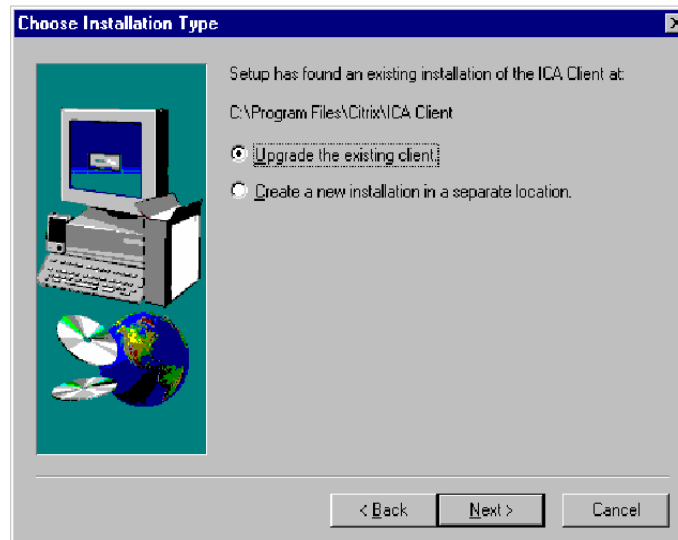


4. Accept the Citrix License Agreement by clicking “Yes”.



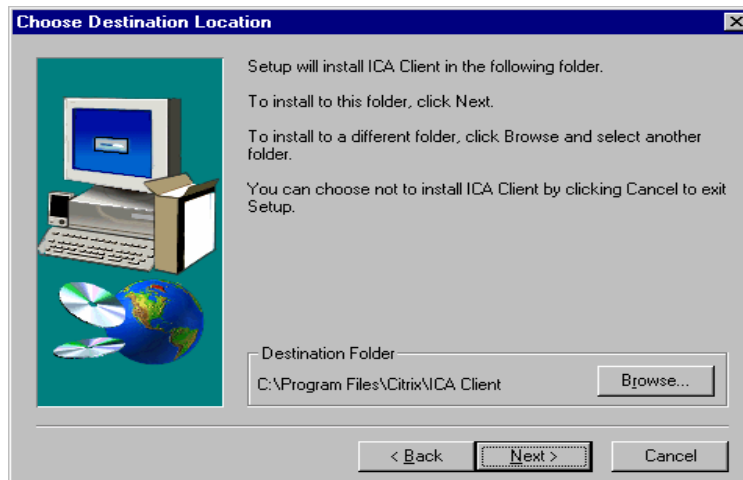
The installation program searches your client computer for previously installed versions of the ICA Win32 Client. If an older version is detected, the screen in Step 5 appears. If an older version is **not** detected, you will see the screen shown in Step 6.

5. The **Choose Installation Type** screen may appear, if not, proceed with next step.



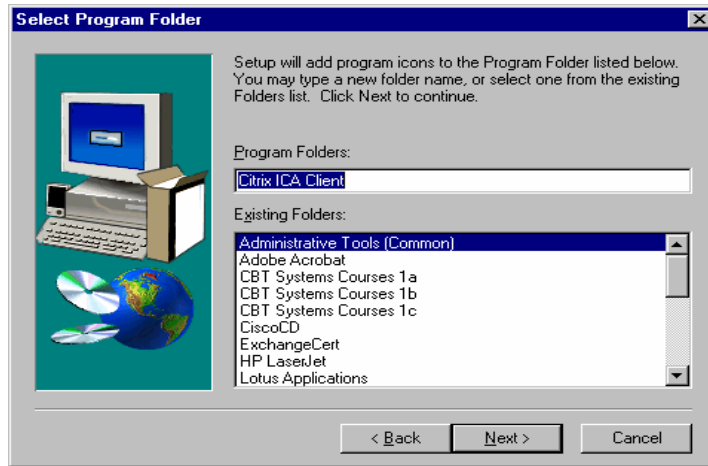
The **Choose Installation Type** screen lets you choose to either upgrade the existing Citrix client or create a new and separate installation of the ICA Win32 Client in a new location. Select the “Upgrade the existing client” and Click Next to continue.

6. The Choose Destination Location screen appears:

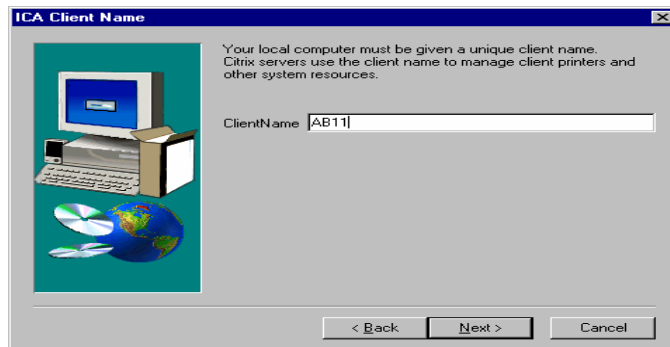


Click “**Next**” to accept the displayed (default) path and continue installation.

7. The **Select Program Folder** appears. Click “**Next**” to continue.



8. The **ICA Client Name** screen appears:

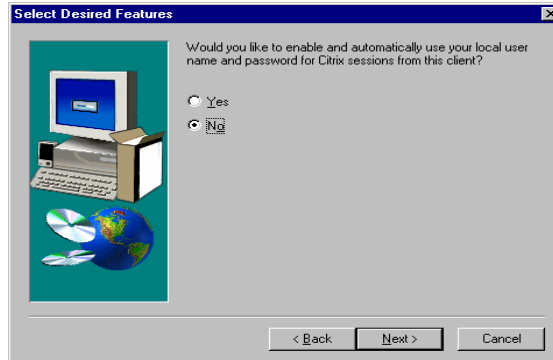


Specify a unique client name for your client computer. At the “**Client Name**” window enter your CMS userID that was assigned to you by CMS (e.g., AB11). Click “**Next**” to continue. (The client name will default to the computer-name and must be changed to your CMS userID assigned to you by CMS to avoid problems.)

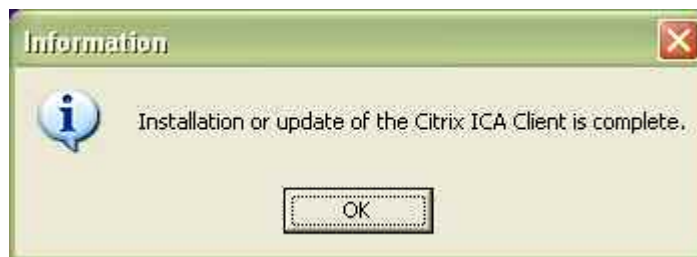
**NOTE:** This step is extremely critical. The “Client Name” must be entered as described above and must absolutely be unique to your desktop or PC. If you did not enter the “Client Name” correctly, Click on Back button and retype as described above.

**Explanation:** Citrix servers use the client name to manage client printers and other system resources. If you do not give your client computers unique client names, device mapping and application publishing may not operate correctly. When you are done, click **Next** to continue. A progress window appears displaying the file names as they are copied to your hard drive.

9. At the **Select Desired Feature** window select “**No**” when ask if you would like to enable and automatically use your local user name and password for Citrix session from this client. Click “**Next**” to continue.



10. Setup will now begin to copy files to your PC. When the Citrix ICA Client finishes copying the program files, the **Information** dialog box appears. Click “**OK**” to exit this window.



The **Citrix Program Neighborhood** icon appears on your desktop.



Citrix Program Neighborhood



## 5.0 UNIVERSAL PRINT DRIVER (THIS IS ONLY NEEDED IF PRINTING IS REQUIRED)

The Universal print driver is a printing solution for Citrix MetaFrame. Universal Printer introduces a new approach to network-base printing by enabling any client device, regardless of platform or operating system, to print to any shared network printer, regardless of make, model, or print driver.

### 5.1 Pre-Installation Requirements

The following requirements are necessary to the pre installation process:

The Citrix Client 6.01 or later version must be installed prior to Universal Print Driver Installations.

### 5.2 Installation of Adobe Acrobat and Universal Print Driver Client

1. **CMS-Users** – Insert the Remote Access CD provided into the CD-ROM drive. Double Click on “**My Computer**”. Double Click on the Drive that indicates your CD ROM drive.

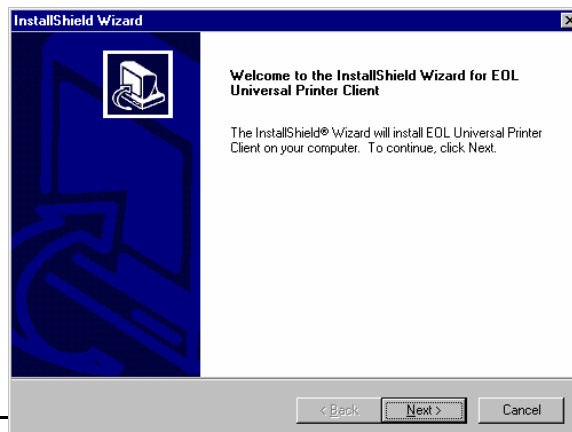
**NON-CMS users** – download from

<ftp://ftp.go-eol.com/public/thinssentials/UniversalPrinter/v2.2.5/>

You must have Adobe Acrobat Reader 4.05 or higher installed for universal printer driver to work. See you IT support for installation of the Adobe Acrobat Reader.

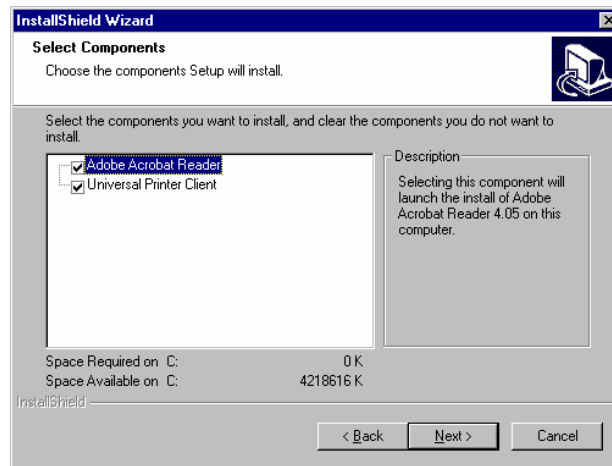
2. Double Click on the “**eolupcli.exe**” icon. The Install Shield Wizard for EOL Universal Printer Client screen appears as shown below. Click on “**Next**” to continue.

**NON-CMS users - Proceed to step 7.**

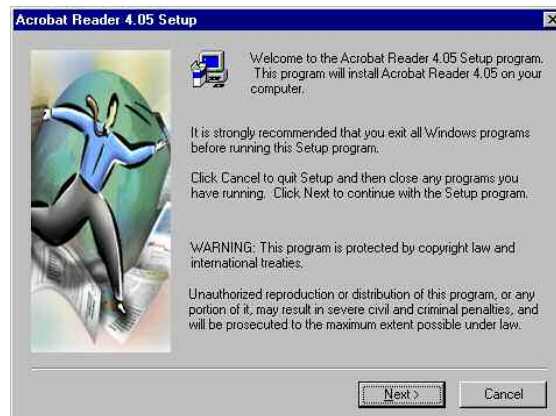


3. On the “Select Components” screen; select to install Adobe Acrobat Reader and Universal Printer Client by checking the corresponding square buttons.

**NOTE:** Version 4.05 of Adobe Acrobat Reader is included on the installation CD. Most users should have a newer version of Adobe Acrobat Reader installed on their computer. Therefore, ‘Uncheck’ the box “Adobe Acrobat Reader”. Skip Step 4-6 and go to Step 7, otherwise Click “**Next**” to continue.



4. The Adobe Acrobat Reader 4.05 setup screen appears as shown below. Click “**Next**” to continue.



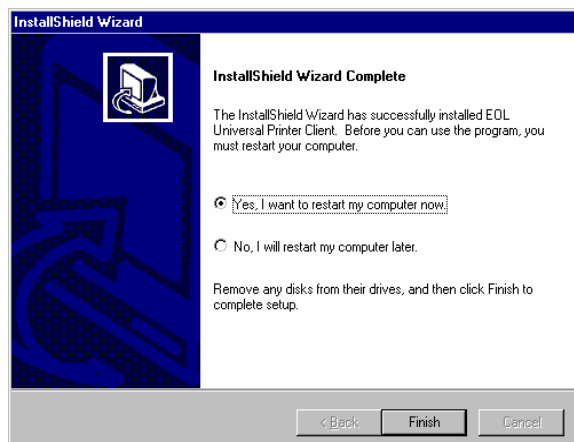
5. On the **Choose Destination Location** screen, accept the default destination folder. Click **“Next”** to continue.



6. Acrobat Reader installation program runs and will be installed in the default directory. Click **“OK”** to continue.



7. The **“Install Shield Wizard Complete”** screen appears as shown below indicating the successful installation of EOL Universal Printer Client and warns that before you can use this program, you must restart your computer.



8. Select **“Yes, I want to restart my computer now”**.
9. Click on **“Finish”**.

## 6.0 CONNECTING TO AGNS

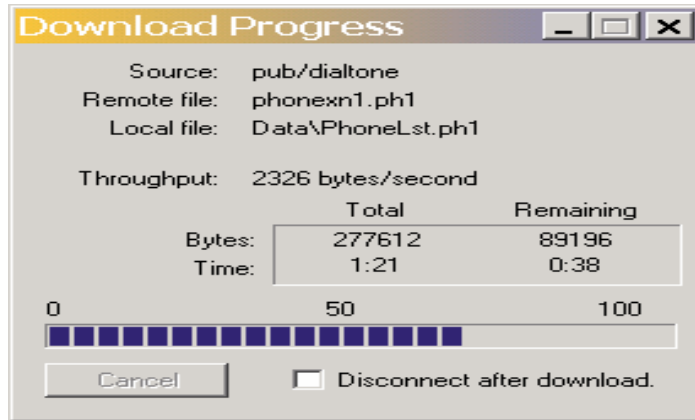
1. Double Click on AT&T Global Network Client Icon.



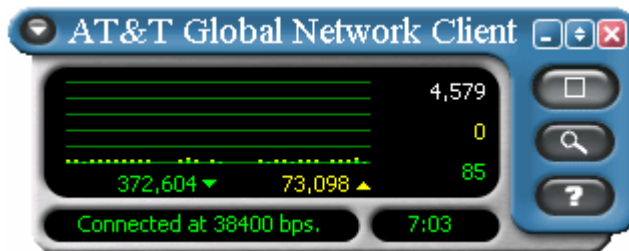
2. Verify your Login profile is the correct one being displayed; e.g. "HCFxxxx" (which you created on page 5 of these instructions). Type in your **AGNS password** and click **Connect**.



Once you are connected you will be prompted to download the latest phone list.



3. The following screen will appear indicating that you have connected successfully.



## 7.0 APPLICATION SHORTCUTS

### 7.1 CMS Data Center - HOD TN3270

The first step in configuring access to a CMS application is to determine the type of access required for the application. If access to CMS is through remote dial-up, the first login is the AT&T Global Network client. The second login is the CMSDC Mainframe login. This is where you log into TSO, OSCAR, ODIE, MCOY, etc.

**NOTE:** It is important that you have **Sun Java Runtime Environment Standard Edition Version 1.4.2\_xx** or better installed on your PC in order to load and run HOD TN3270. If multiple Java versions exist, the HOD application will not work without removing the other version(s). If you do not have the correct version of Java, you can download it from the Internet at <http://java.sun.com>. You can check your java version by clicking on the start/setting/control panel and double clicking on Java Plug-in.

#### 7.1.1 Create a HOD Shortcut

- Right click in location for the shortcut.
- Select New and then select shortcut.
- Type the following in the "Command line:" box: `https://158.73.207.36/cgi-bin/tn3270r` and click Next.
- Type the following in the "Select a name for the shortcut:" box: HOD TN3270 and Click Finish. (NOTE: If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for How to Create an Internet Explorer-Specific Icon.)

#### 7.1.2 HOD Mainframe Login

1. Double click on HOD TN3270 icon. This will bring up Internet Explorer.
2. At the Security Alert Screen- Under the Do you want to proceed question, click YES.
3. When the "Enter network password" box appears, enter your Mainframe/RACF User ID. For your Password, type your Mainframe/RACF password in the password box.

**NOTE: DO NOT check the save password box.** This is a security violation, and will also cause you and us!) many problems 60 days from now when you change your password on the mainframe, or when you forget your mainframe password and have it reset. Click OK.

4. At the Microsoft Internet Explorer Security Screen, Click OK. Note that it may take as much as 5 minutes for this or the subsequent screens to appear the first time, so do not immediately assume that

the system has hung or stopped.

5. Click YES or OK to any additional security warning screens that may appear.
6. In a few moments you should see the CMSDC Data Center Screen appear.

At the CNS Data Center screen hit Enter and follow whatever instructions you have received to log on and access your applications. Any procedures for accessing applications are beyond the scope of these instructions.

### **7.1.3 *Helpful hints for Logging Off and Disconnecting***

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in.

It is important to log off of the application when through, instead of just closing the mainframe window while still logged in. If you shut down while still logged in, you run the chance of having your terminal or printer session becoming hung in an active state, so you won't be able to connect the next time you log in. If some sort of problem causes you to disconnect without logging off, and you are unable to connect the next time you log in, make a note of your Terminal and Printer Logical Unit(LU) and call the CMS Service Desk and ask that your LUs be reset.

When you have logged off of your application and are ready to disconnect, click "X" in the upper right-hand corner of the Mainframe Window to close it. Then click "X" in the upper right-hand corner of the browser to close it.

If you accessed CMS using the AGNS dialer you must disconnect from AGNS. Click "X" in upper right corner of the dialer screen, select "Yes" to disconnect.



## 7.2 CMS Application Portal

**CMS users** must connect to AGNS client before logging to the CMS Application Portal.

**NON-CMS users** – if you have access to log into a Citrix application to the CMS network, the application owner will mail you the icon once your access is granted.

### 7.2.1 Create CMS Application Portal Shortcut

If this is your first time accessing this application and you are connecting using the AGNS client it is recommended that you create a CMS Application Portal shortcut.

1. Right click in location for the shortcut.
2. Select New and then select shortcut.
3. Type the following in the "Command line:" box: `http://cmsnet.cms.hhs.gov/projects/cap/` and click Next.
4. Type the following in the "Select a name for the shortcut:" box: CMS Applications and Click Finish. (Note: If you also have Netscape on your PC, and Netscape is your primary browser, see the Troubleshooting Information section for How to Create an Internet Explorer specific Icon.)

### 7.2.2 CMS Application Portal Login:

1. Double click on CMS Applications icon. This will bring up Internet Explorer. When the "Enter network password" window appears, enter your CMS User ID in the User Name field using the following format "**hcfa.gov\xxxx**", where xxxx is your CMS User ID (do not enter the quotes). For your password, type your Mainframe/RACF/domain password in the password box. **NOTE: DO NOT check the save password box if present.** This is a security violation, and will also cause you (and us!) many problems 60 days from now when you change your password, or when you forget password and have it reset. Click "OK".



2. The CMS Application Portal will be displayed with links to authorized applications

### **7.2.3 *Helpful hints for Logging Off and Disconnecting***

Logging off and disconnecting gracefully is good insurance against connection problems the next time you try to log in. Log off your application when you are through instead of just closing the windows while you still logged in. Close the Browser Window.

### 7.3 EUA- Enterprise User Administration Passport

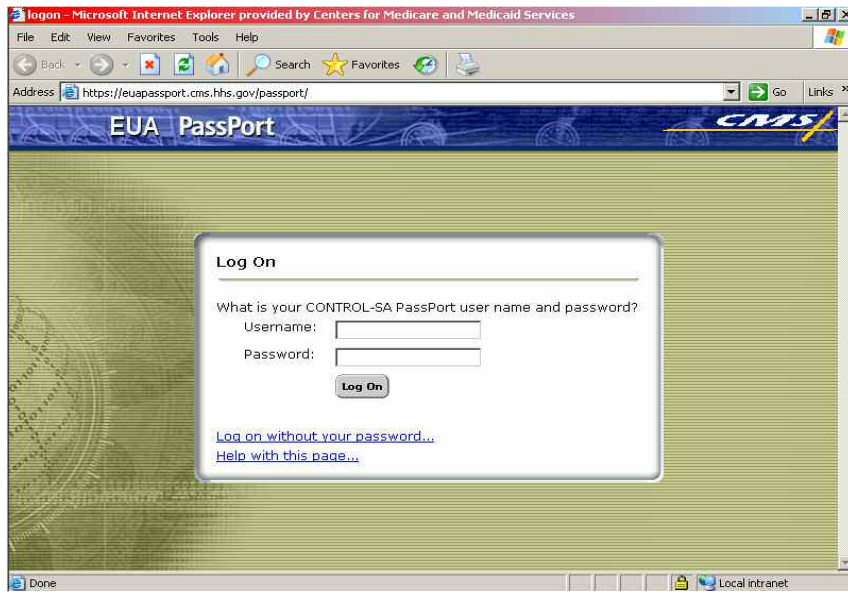
The first step in configuring access to the EUA Passport is to dial-up using the AGNS Client. EUA is used for changing your password and to complete your CMS Certifications, such as, recertifying your userID and completing your CBT training. If you are having problems connecting to the Information Security & Privacy Computer Base Training (CBT) through EUA Passport, you can open up the internet browser after connecting to AGNS and manually type in the following address: <http://32.86.183.168/cyberdyger/cbt/>. You can add this link to your favorites for future use.

#### 7.3.1 CMS EUA Passport Login:

1. Open your Internet Browser and type the following in the address line  
<https://158.73.79.141/passport>  
\*\*\*\* You can add this link to your favorites for future use.
2. The security screen appears. Click YES to proceed



3. The EUA Passport login screen appears.  
Enter your CMS userid and password



## 8.0 TROUBLESHOOTING

**Contact your onsite Technical support person to help with the troubleshooting.**

### Citrix ICA Client

**MESSAGE:**

*“There is no Citrix server configured in the specified address”*

*-or-*

*“There is no route to the specified subnet.”*

**Possible causes:**

1. Your company’s router ports are not configured to allow ICA packets through the required ports
2. A firewall or proxy server product is denying access to your machine out of your company’s network

**Solution:**

First check with you system administrator for the following requirements,

The following ports must be open in your company’s router and firewall to allow ICA protocol packets (citrix protocol packets) to communicate with the Citrix Server.

Port 1494 for TCP/IP is opened.

Port 1604 for UDP is opened outbound.

Port 80/443 for TCP/IP is opened outbound.

Port 1023 and above (The High Ports) are opened for TCP and UDP inbound.

**Message:**

*“Cannot connect to the Citrix server. The Citrix server you have selected is not accepting connections.”*

**Possible causes:**

This message is not an error problem. This message is usually displayed when the Citrix Administrator has disabled the Server connections for maintenance purposes.

**Solution:**

Try connecting to the Citrix server at a later time.

**Message:**

*“The system has reached its license logon limit, please try again later.”*

