PACS & SSL VPN TROUBLESHOOTING GUIDE

PACS HELPDESK (210) 575-0660

Address for SSL VPN logon page:

HTTPS://swtmsanneo01.san.medcity.net

To create an icon on the desktop:

1. Right click on desktop and select "New" then "Shortcut"
2. Enter: HTTPS://swtmsanneo01.san.medcity.net
3. In the "Select Title for Program"   Type: SSL VPN
4. Click Finish.

TROUBLESHOOTING

Logon Screen for SSL VPN does not appear:

Ensure that their Internet connection is functioning; try accessing several web sites. (ie.www.msn.com or www.yahoo.com)

If you cannot access any website, can other computers that can normally access the Internet reach any websites?

If no, you should contact the individual who is responsible for the computers/network or contact your Internet Service Provider (ISP).

If yes,

Make sure SSL VPN link address is correct:
1. Right click desktop link,
2. Select Properties,
3. Make sure URL has the following:
   HTTPS://swtmsanneo01.san.medcity.net

If you are still not reaching SSL VPN screen, contact the PACS Helpdesk at 575-0660.

While attempting logon to SSL VPN
"Invalid username or password. Please re-enter your user information"
 keeps appearing with correct credentials being used.

1. Close browser.
2. Wait for token code to change
3. Start logon procedure again.
4. If message "Token Resync Required" - Please enter an additional token code appears:
   ***Make sure token number changes before entering new number.***

While attempting logon to SSL VPN
"You are not allowed to sign in. Please contact your administrator"
Appears.

1. Close browser.
2. Wait for token code to change
3. Start logon procedure again.
4. If message " Token Resync Required" - Please enter an additional token code appears:
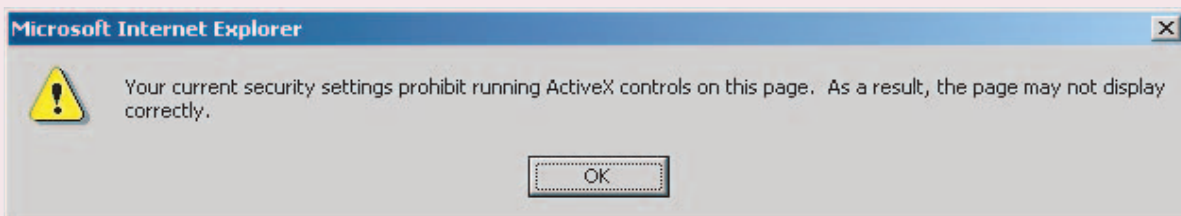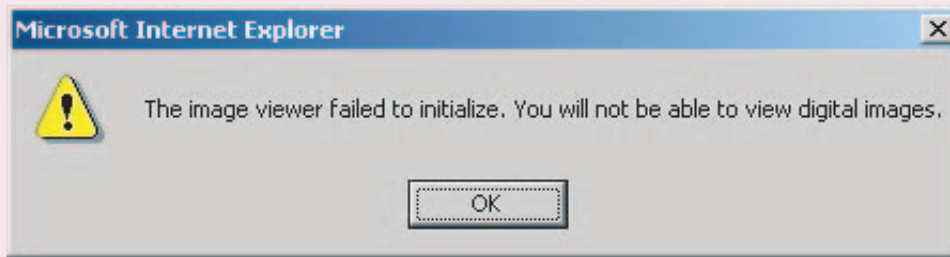   *Make sure token number changes before entering new number.*

While logging into IDX ImageCast one of the following messages appears:
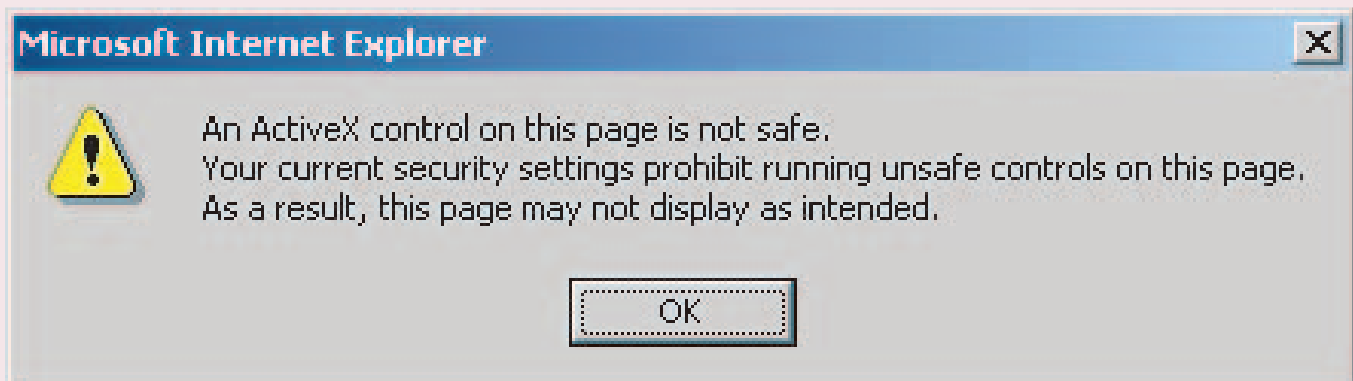
1. Open Internet Explorer, on the title bar click the "Tools" menu
2. Select "Internet options"
3. Click the "Security" tab on the top selection bar.
4. Click the "Internet" button.
5. Click the "Custom Level" button at bottom.
6. Scroll down to "Active X Controls and Plug-ins", make sure the following is enabled:
   i. "Download signed Active X controls"
   ii. "Run Active X controls and plug-ins"
   iii. "Script Active X controls marked safe for scripting"
7. Click OK and select YES when prompted if you want to save changes.

If any assistance is needed, please contact the PACS Helpdesk at 575-0660

While logging into IDX ImageCast the following message appears:

Microsoft Internet Explorer ⚠ The image viewer failed to initialize. You will not be able to view digital images. [OK]

1. Ensure any firewall or popup blocker software is disabled on the computer.

2. If the error continues, please contact the PACS Helpdesk at 575-0660.

Note:

You may need to inform the individual that is responsible for your office network or computers. This error has been associated with port blocking. If a hardware firewall is present or recently installed, certain ports are required to be open: ports 443 https, 6464, 7575, 1289, 80 http. If the firewall has been configured with the proper ports, increasing the time-out values may resolve this issue. Please contact the PACS Helpdesk at 575-0660 for further assistance.

Known Issues:

DSL & Fax Conflicts

If using a DSL connection to access the SSL VPN, you may experience problems if a fax machine is shared with the same DSL line. When a fax transmission occurs during a SSL VPN session, you may experience errors and connection problems.

Windows XP Service Pack 2

If Windows XP Service Pack 2 is installed on the system, the Service Pack 2 update 884020 must be installed. Go to the following link to download this patch if you have not previously installed it on your system.

http://www.microsoft.com/downloads/details.aspx?familyid=17d997d2-5034-4bbb-b74d-ad8430a1f7c8&displaylang=en

More information about this update can be found at Microsoft's website under Microsoft Knowledge Base Article - 884020.

Software Known To Conflict with SSL VPN

WebHancer - provides traffic measurement service that uses a client agent installed on the machine and gathers detailed data about sites visited, their performance, and what the user does while there.

WebHancer is usually installed with software such as MP3 Players, AudioGalaxy, Bearshare, and from companies that provide free software on the web. The install of webhancer is transparent to the user.

New.net - Internet Explorer plugin.
This plugin has been known to crash Internet Explorer regularly.
Usually installed by file sharing applications such as:

IMesh
KaZaa
Mindset Interactive(NetPalNow)
Radlight
Real Networks (RealOne Player)
Subtitle Studio
Babylon
BearShare
Cydoor (LingoWare)
Gdivx
Go!Zilla
Grokster
Webshots
Morpheus