



**State of California
Child Welfare Services/Case Management System**

**Contract 31091, Amendment 21
Remote Access Migration Guide
Amend21 Ref Dial-up
Version 2.2
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Document Information

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Release History

Version No.	Date	Summary of Changes	Revision Marks
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1.2	8/05/2005	Removed Sections no longer required	No
1.3	8/12/2005	Updated per State review	No
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1. Introduction

1.1. Document Overview

1.1.1. Description /Purpose

The CWS Project has utilized a remote access solution provided by AT&T. As a result of the Rehosting Project, CWS will migrate from a remote access solution provided by AT&T to a remote access solution provided by Department of Technology Services (DTS). Support for the AT&T solution is scheduled to be terminated on March 23, 2006.

The AT&T solution required counties to use AT&T Net Client for establishing a dial-up connection to the CWS environment. The DTS solution utilizes Microsoft Dial-up Network Client instead (Microsoft Dial-up Client). The Microsoft Client is part of the Windows 2000 operating system and is already installed on all dedicated county workstations.

The purpose of this document is to assist counties with the configuration and initial use of the Microsoft Dial-up Client during the transition of dial-up service to DTS.

1.1.2. Scope

This document covers the initial configuration and basic use of the Microsoft Dial-up Client. It is designed to be used by counties during the transition from the AT&T Dial-up Service to the DTS Dial-up Service. Once transition of dial-up service to DTS is completed, use the updated *W2K Laptop Users Guide* and the *W2K Recovery Guide* which will be updated to reflect the DTS Dial-up Service by April 1, 2006. The scope of this document is limited to Microsoft Dial-up Client and does not cover the general use of CWS Laptops or Remote Access to the CWS/CMS Application. Those topics are addressed in the *W2K Laptop Users Guide*.

1.1.3. Document Organization

The *Remote Access Migration Guide* is structured into the following sections. The summary for each section includes a brief description of the key components of the section.

1. *Introduction* – This section provides an overview of this document, the scope of the release, and identifies other references used in this document.
2. *Migration Information* – This section describes important migration information and key differences between the AT&T & DTS solutions.
3. *Microsoft Dial-up Client Configuration* – This section describes the procedures executed by the county user to configure Microsoft Dial-up Client.
4. *Using Microsoft Dial-up Client Usage* – This section describes how to connect to the DTS dial-up network using the Microsoft Dial-up Client and run DLOGON.

1.2. Intended Use and Audience for this Document

This document will be useful for anyone trying to configure Microsoft Dial-up Client for use on a CWS Laptop or Alternate Server Access (ASA) Desktop. This document is technical in nature



and written for users familiar with the installation of workstation software and the configuration and use of the existing AT&T dial-up solution.

1.3. References

1.3.1. Supporting Documentation

Information from the documents listed in *Table 1 – Supporting Documentation* is referenced in this document. These references are provided specifically as supporting material for this document.

Table 1 – Supporting Documentation

#	Document	Document Description
1	Laptop User Guide V 2.0 (September 19, 2005)	Project Website (http://www.hwcws.cahwnet.gov/ApplicationResources/Guides.asp)
2	W2K Desktop / Laptop Workstation Recovery Guide, V2.61b [Revised July 13, 2005]	Project Website (http://www.hwcws.cahwnet.gov/ApplicationResources/Guides.asp)



2. Migration Information

2.1. Important Changes and Differences

This section contains a list of key changes and differences between the AT&T remote access solution and the DTS remote access solution.

- AT&T required an Account, an ID, and a password. DTS only requires a Dial-up user name and a password.
- The DTS Dial-up solution will use a different Dial-up user name and password than what was used by AT&T.
- AT&T utilized local access numbers and a nation-wide toll number. DTS uses only a single 800 number.
- AT&T was configured to run DLOGON automatically upon connection. With the DTS solution, DLOGON must be run manually. Procedures for running DLOGON are documented in Section 4.2.
- AT&T Net Client could not be installed on the same workstation as CAD (Business Objects). The Microsoft Dial-up Client used by the DTS solution can be installed and used on CAD workstations.

3. Microsoft Dial-up Client Configuration

This section describes how to configure the Microsoft Dial-up Client to connect to the CWS Network. It also contains instructions for performing proxy server configuration.

3.1. Getting Started

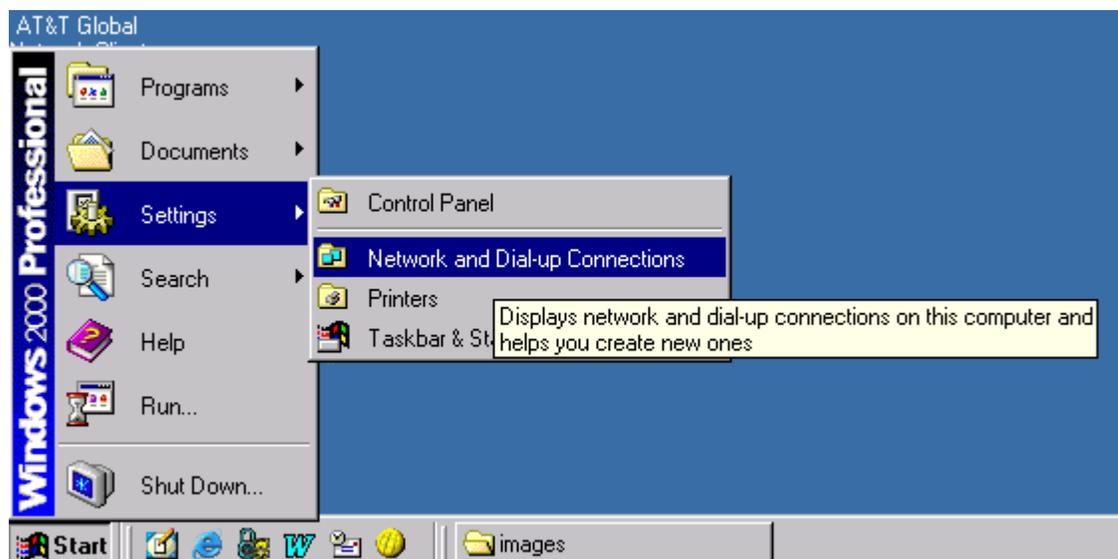
The DTS Dial-up solution will use a different Dial-up user name and password than what was used by AT&T. You will not need your Dial-up user name to configure Microsoft Dial-up Client, but you will need it prior to connecting. If you do not have a DTS Dial-up user name, please call the CWS helpdesk at (800) 428-8268.

Similar to AT&T Net Client and network printers, Microsoft Dial-up Client must be configured separately for each windows user on a workstation.

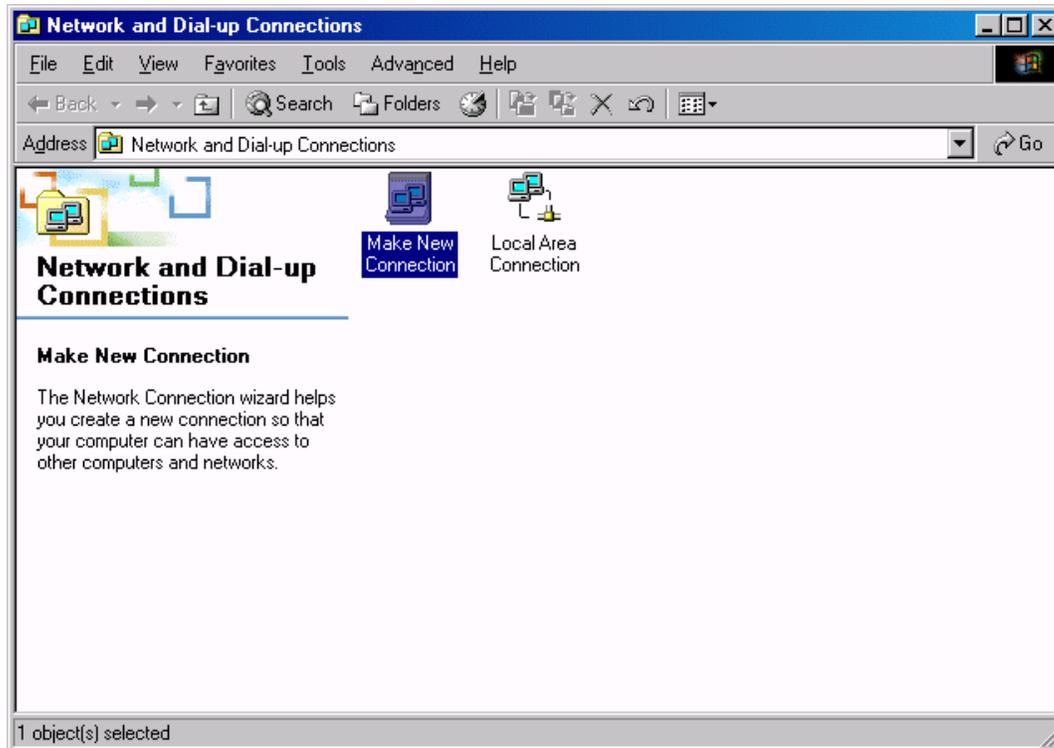
3.2. Setup Wizard

NOTE: screenshots included in this section display the default state of controls (checkboxes, buttons, drop downs, test boxes). Defaults are to be used unless otherwise directed.

- Log onto the workstation with the Windows/Domain ID of the user you wish to configure Microsoft Dial-up Client for.
- Select Network and Dial-up Connections from the Start Menu (under Start->Settings) as shown in the screen shot below.



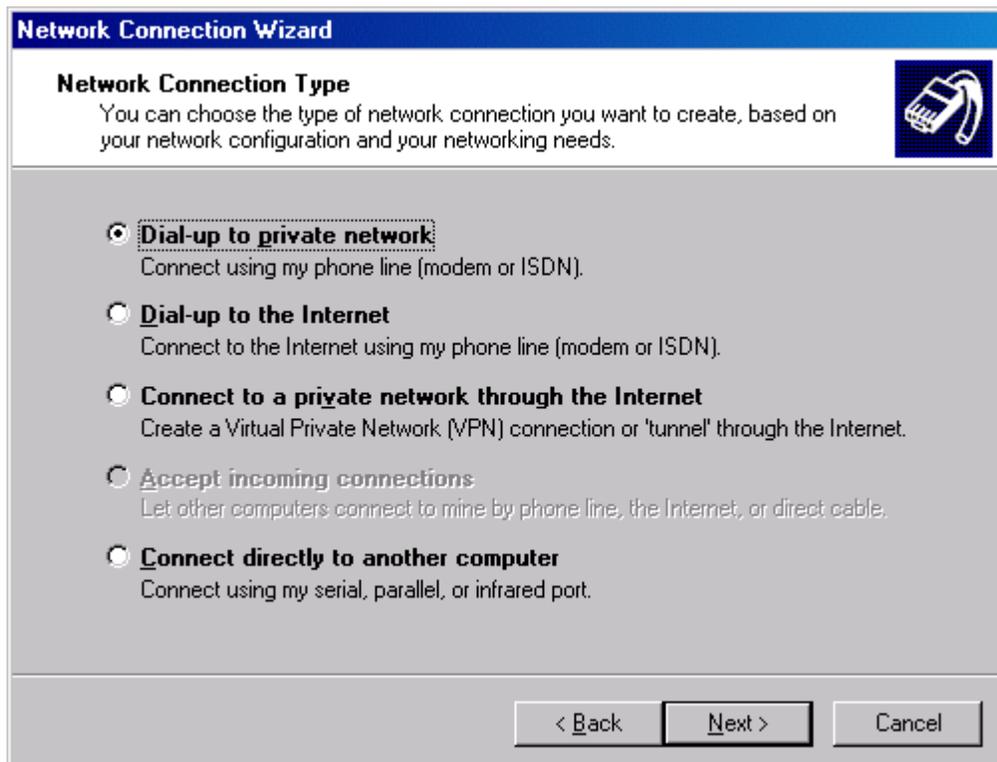
- The **Network and Dial-up Connections** window will open. Double-click on **Make a New Connection**. This will start the Network Connection Wizard.



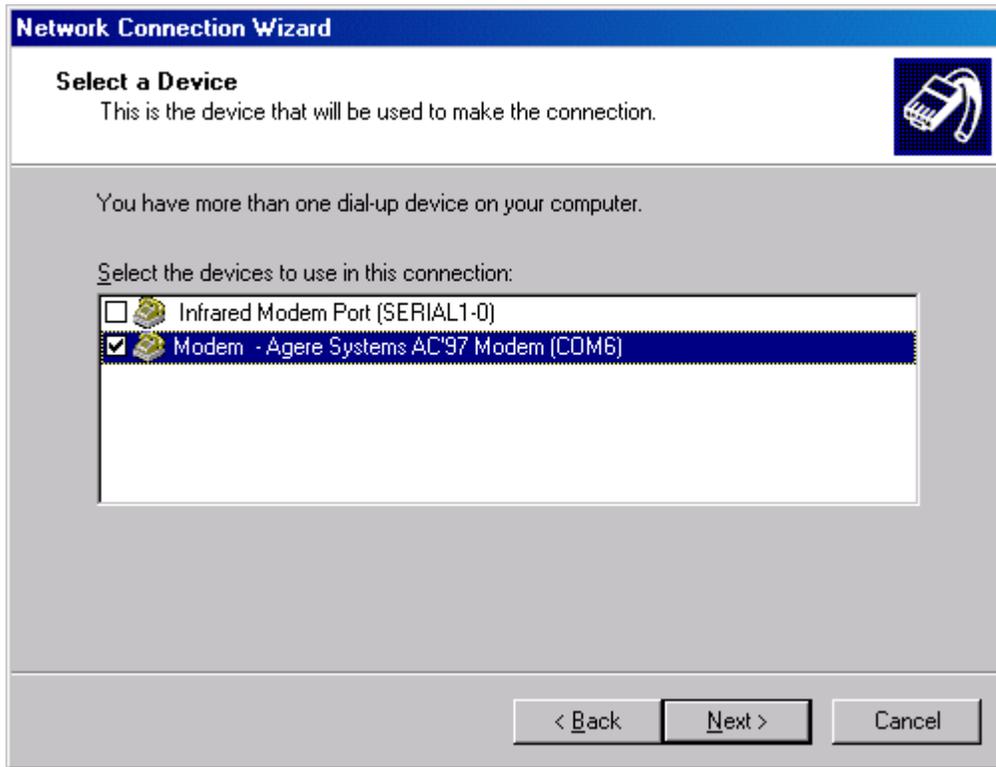
- When you see the *Welcome to the Network Connection Wizard* window, click Next.



- Make sure **Dial-up to private network** is selected and click Next.



- Select your modem from the list (unselect Infrared Modem Port) and click Next.



Network Connection Wizard

Select a Device
This is the device that will be used to make the connection.

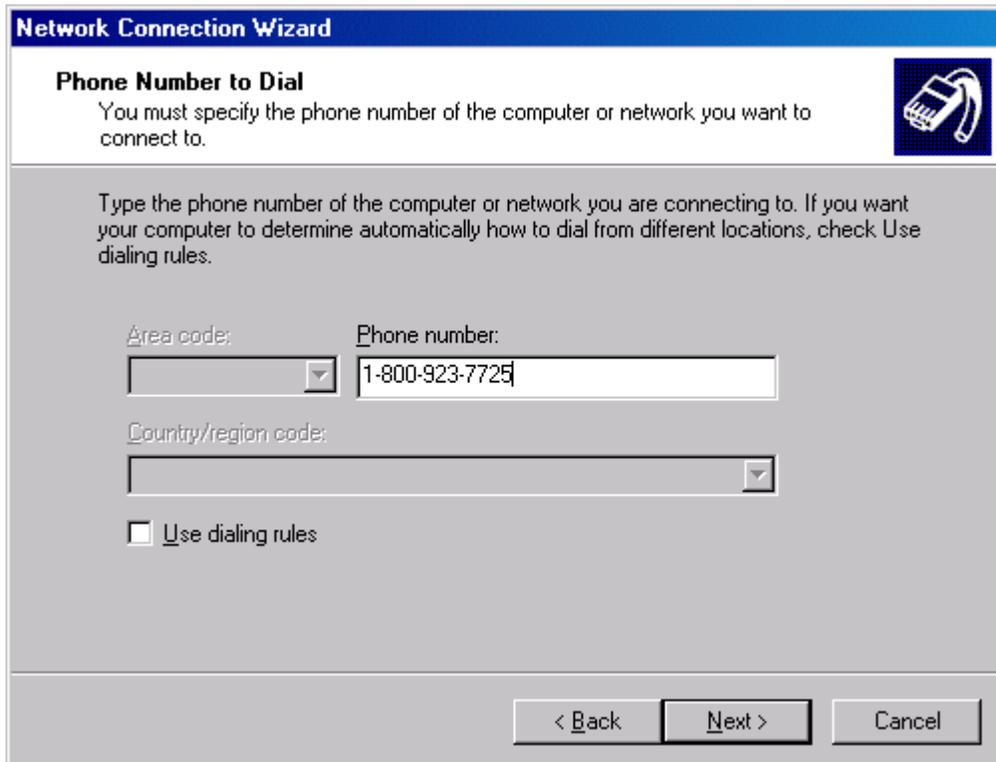
You have more than one dial-up device on your computer.

Select the devices to use in this connection:

<input type="checkbox"/>	Infrared Modem Port (SERIAL1-0)
<input checked="" type="checkbox"/>	Modem - Agere Systems AC'97 Modem (COM6)

< Back Next > Cancel

- Enter **1-800-923-7725** in the **Phone Number** field and click Next.



Network Connection Wizard

Phone Number to Dial
You must specify the phone number of the computer or network you want to connect to.

Type the phone number of the computer or network you are connecting to. If you want your computer to determine automatically how to dial from different locations, check Use dialing rules.

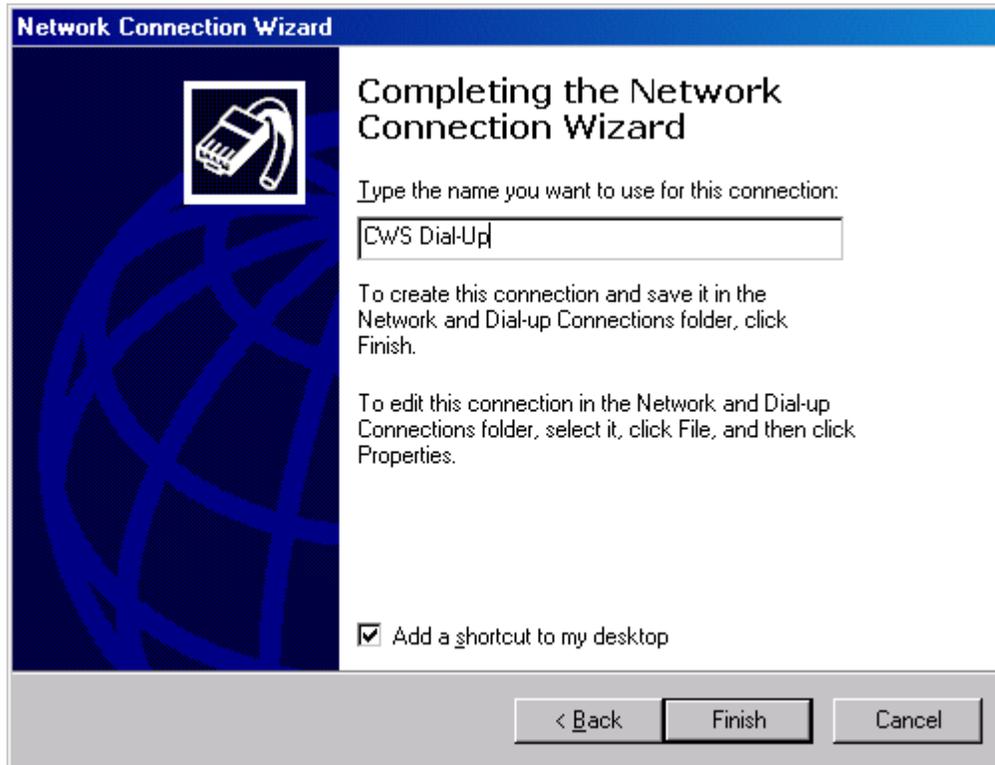
Area code: Phone number:

Country/region code:

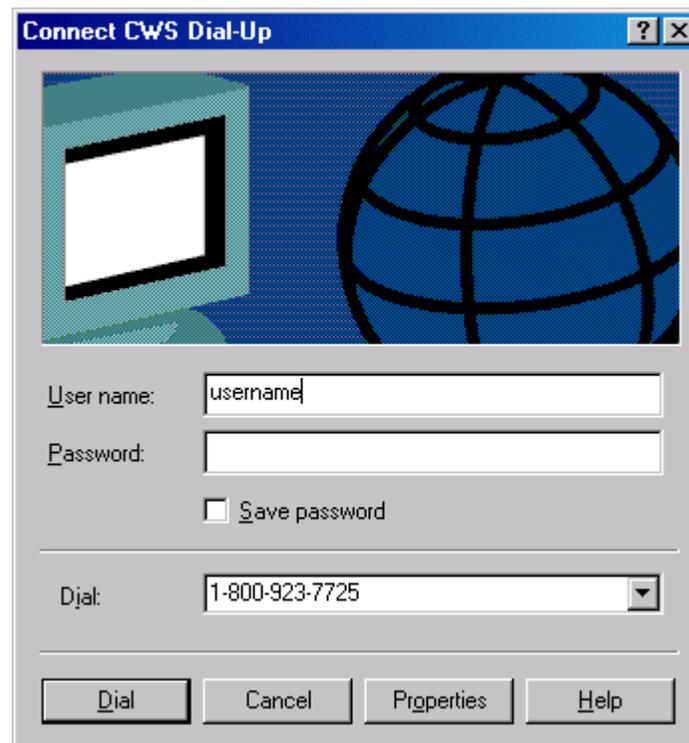
Use dialing rules

< Back Next > Cancel

- Type **CWS Dial-up** as the name of the connection. Check **Add a shortcut to my desktop** and click Finish.



- The **Connect CWS Dial-up** window will appear. Click Cancel to close the window.





- Close the **Network and Dial-up Connections** window.
- You should see this icon on your desktop.



- **CONGRATULATIONS. BASIC MICROSOFT DIAL-UP CLIENT SETUP IS COMPLETE!**¹

3.3. Proxy Server Configuration

A proxy server at DTS is used to provide dedicated counties access to the Internet/intranet. While connected to the LAN, dedicated county laptops receive their proxy configuration from active directory.

By default, anyone (including co-existent counties) using the Project-supported dialup service must perform additional proxy server configuration² if they wish to access the Internet/intranet while connected using the DTS Dial-up Service. The proxy configuration for Microsoft Dial-up Client is documented in this section.

- Make sure you are logged onto the laptop using the same ID that you will use when out of the office. It is not necessary to be connected to the network or via Microsoft Dial-up Client to perform this configuration.
- Open **Microsoft Internet Explorer** by double-clicking on the desktop icon.
- Select **Internet Options** from the **Tools** menu in Internet Explorer.



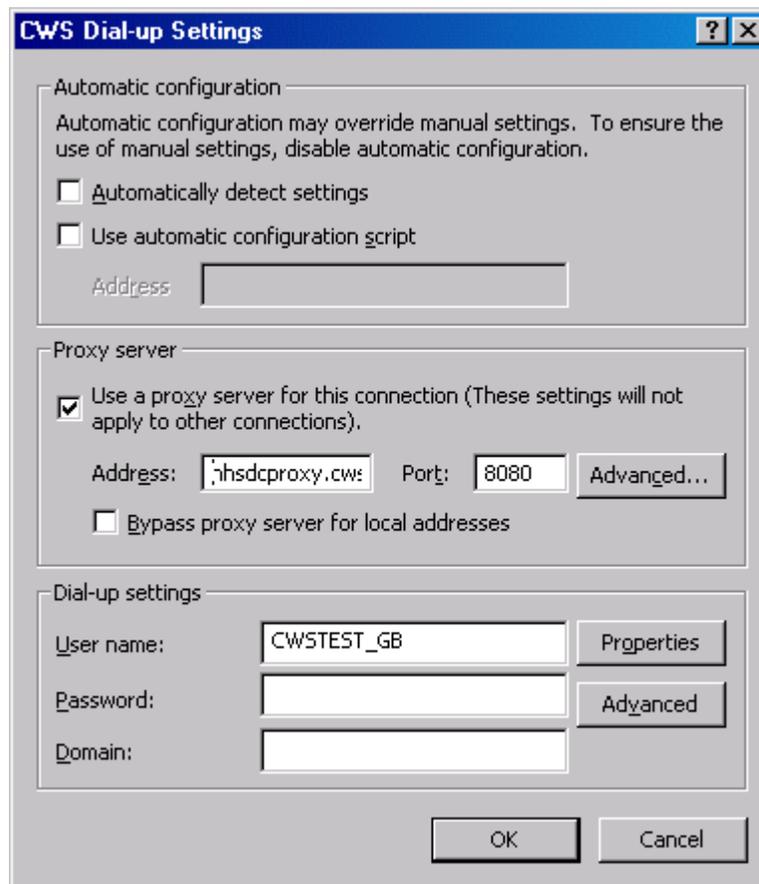
¹ Users who need to access web sites while connected via Microsoft Dial-up Client will need to perform the additional proxy configuration described in the next section.

² This configuration requirement applies to both dedicated and coexistent users that use the Project supported dialup. When using the Project dial-up, co-existent counties are limited to the same websites as dedicated counties.

- On the **Internet Options** window, select the **Connections** tab. Then, select **CWS Dial-up** and click Settings.



- On **CWS Dial-up Settings** window, check **Use a proxy server for this connection**
- In the Address field, enter: **hhsdcproxy.cws.cahwnet.gov**
- In the Port field, enter: **8080**



- Click OK to close the **CWS Dial-up Settings** window.
- Click OK to close the **Internet Options** window.
- Close Internet Explorer

4. Microsoft Dial-up Client Usage

This section contains instructions for using Microsoft Dial-up Client to connect and disconnect from the CWS network. Instructions for running DLOGON are also provided here.

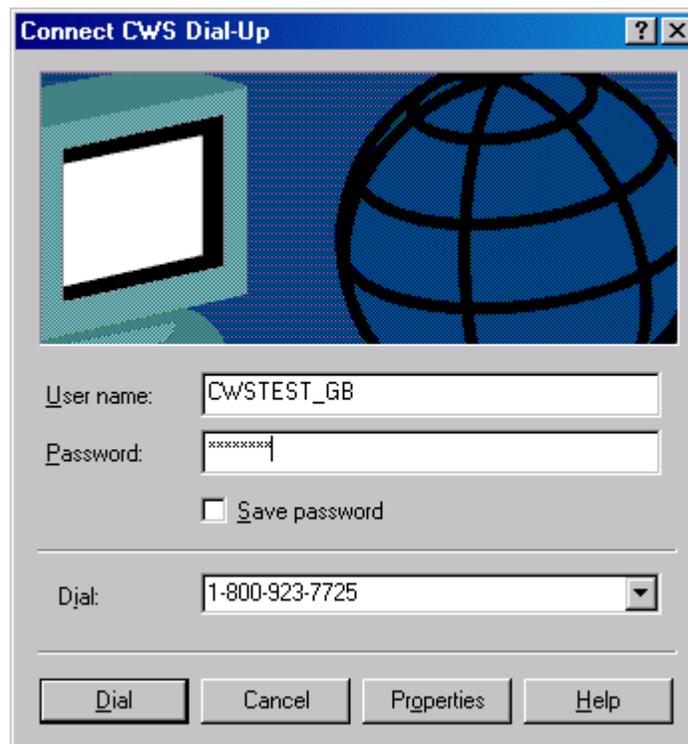
4.1. Connecting

CWS Users can utilize Microsoft Dial-up Client to connect to the CWS network utilizing a modem and an analog telephone line.

- To start the Microsoft Dial-up Client, double-click on the **CWS Dial-up** icon on the desktop³.



- You should see the **Connect CWS Dial-up** window. Verify that your DTS Dial-up user name and DTS Dial-up password are correctly filled in and click DIAL⁴.



³ If you are unable to locate the icon on the desktop, you can click Start->Settings->Network and Dialup Connections to find it.

⁴ You may add "9," in front of the phone number if that is required from your location, or if you are at home and have call-waiting, add "*70," in front of the number to disable call-waiting.

- You will see the following status box on the screen⁵.



- If the modem connection was successful⁶, you will see the following status box.



- If your Dial-up user name, password, and configuration are correct, you will see the following dialog box. Click OK to clear the dialog box.



⁵ If you added "9," or "*70," you should see it in the status box as well.

⁶ If you receive an error instead, please see Appendix A for common error messages and their resolution.

- You will also see this notice in the system tray when your connection is successful.



- **IF YOU PLAN TO USE CWS/CMS DURING THIS DIAL-UP SESSION, YOU SHOULD REFER TO THE NEXT SECTION AS YOU MAY NEED TO RUN DLOGON BEFORE CWS/CMS.**

4.2. Running DLOGON

NOTE: This section does not apply to ASA workstations as CWS/CMS is already pre-configured to failover to the ASA servers if the primary server is unavailable. Also, both DLOGON and the CWS/CMS Application require an active connection via the DTS Dial-up Service in order to work while you are outside the office.

The CWS/CMS Application on your laptop must be reconfigured to point to the ASA/Dial-up server farm instead of the Application Servers in your county. DLOGON is responsible for controlling this process, as well as making sure your laptop has up to date CWS/CMS software. AT&T Net Client was configured to run DLOGON each time a connection was made. The DTS dial-up solution requires that it be run manually. You should run DLOGON prior to starting CWS/CMS while using your laptop in Dial-up mode.

To run DLOGON, locate the **Run DLOGON** icon on the desktop and double-click on it⁷. The icon is shown below.



Once DLOGON has finished, the CWS/CMS Application will start automatically⁸. The DLOGON process has not significantly changed as a result of the switch from AT&T to DTS and therefore is beyond the scope of this document.

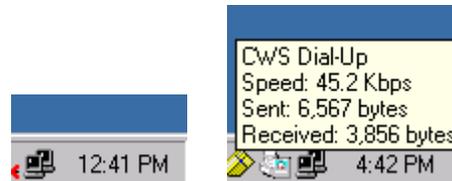
If DLOGON does not need to be run, start CWS/CMS by double-clicking on the double-clicking on the **CWS/CMS Application** icon on the desktop or single-clicking on the **CWS/CMS Application** icon on the quick launch bar.

⁷ If you cannot find the **Run DLOGON** icon, click Start->Run, enter **c:\dlogon.vbs** and click OK.

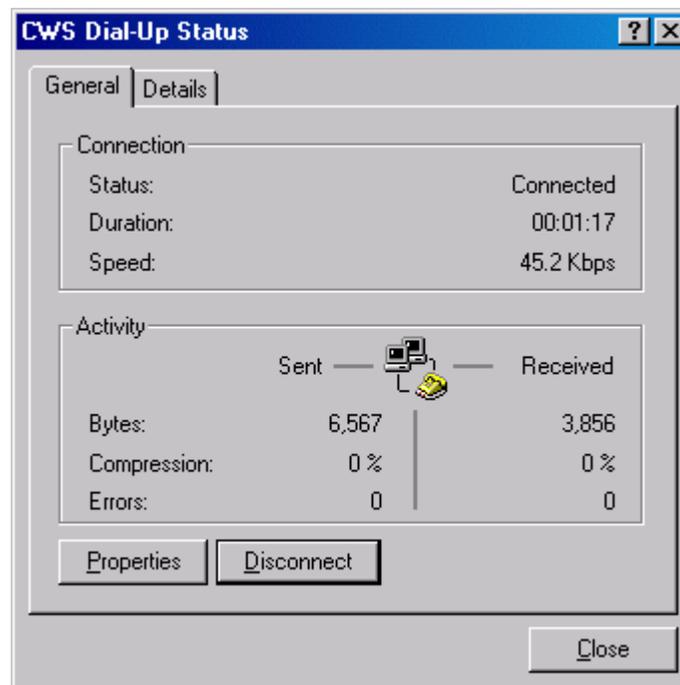
⁸ If DLOGON fails, please see Appendix B for common errors and their resolutions.

4.3. Disconnecting

- When you are ready to disconnect, double-click on the icon of two computers (which will be labeled **CWS Dial-up** if you hover your mouse over it, see below) in the system tray.



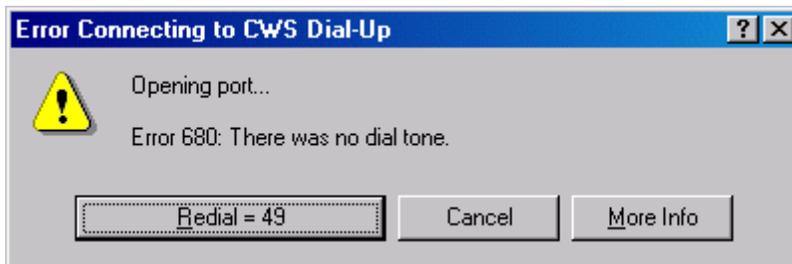
- The following dialog will appear, click Disconnect.



Appendix A – Common Problems with Microsoft Dial-up Client

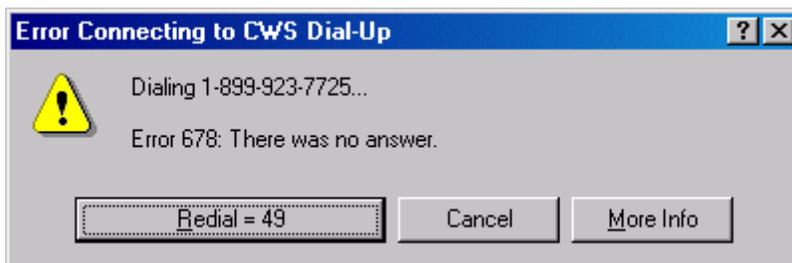
This section describes a few of the common problems that can be experienced while trying to connect using Microsoft Dial-up Client.

Error 680: There was no dial tone.



If you do not have an analog phone line connected, there is a problem with the line, or did not add “9,” to the number when it was required, you may see the error above. If you see this, correct the problem and try again. If the problem continues, verify the line is ok by attaching phone and attempting to dial a known working number.

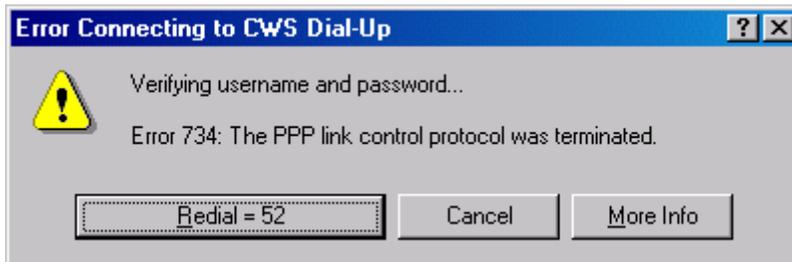
Error 678: There was no answer



This error is typically caused by a problem with the phone number that was dialed. The number may have been entered incorrectly, or maybe you added a “9,” when it was not required. Verify the number in the dialog box is **1-800-923-7725**. If you added a “9,” to the number, remove it and try again. If the problem continues after you have verified the number is correct, call the CWS Helpdesk to report the problem.

Error 691: Access was denied because...

This error occurs because you have entered your password incorrectly. Please re-enter your password and attempt to connect again. If you continue to receive this message, call the CWS Helpdesk at (800) 428-8268 and request your password be reset.

Error 734: The PPP link control protocol was terminated.

This error may occur because your Dial-up user name was entered incorrectly. Please verify you are using the correct Dial-up user name and try again. If you still experience the problem, contact the person who provided you with the Dial-up user name to double-check that it is accurate. After validating the Dial-up user name from the source that provided it, if the error is still occurring, contact the CWS Helpdesk at (800) 428-8268.

Appendix B – Dial-up Logon Script Errors

If the dial-up logon script is unable to run correctly, you will receive one of three primary errors (listed below). Each of these errors is discussed in a section of this appendix.

- CWS/CMS Remote Access – Network Error
- CWS/CMS Remote Access – Authentication Error
- CWS/CMS Remote Access – Server Connection Error

CWS/CMS Remote Access – Network Error



This error typically occurs because there is a problem with your network connection. It is possible you successfully connected using Microsoft Dial-up Client, but lost your connection shortly after the configuration script began running.

This error will occur occasionally. If you receive this error, just reconnect using Microsoft Dial-up Client.

If you experience this problem on a regular basis, you should check your phone cable, phone jack, and phone line for possible problems.

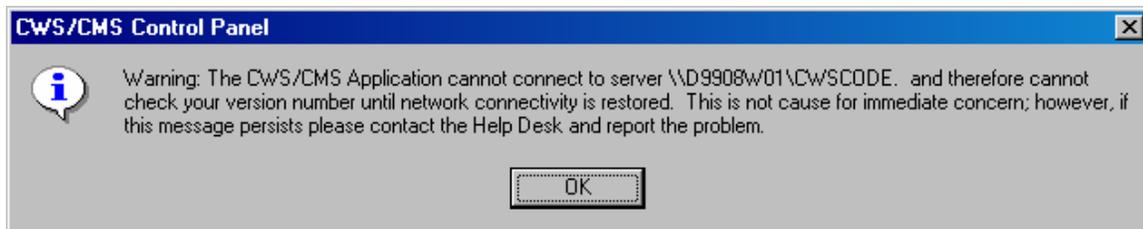
CWS/CMS Remote Access – Authentication Error



This error shows up when the internal ID & Password that DLOGON uses to connect to the ASA/Dial-up servers is not working correctly. If you see this error, you should call the helpdesk immediately.

Until resolved, the error will continue to appear each time the Dial-up Logon Script is executed (i.e. DLOGON is run).

You will also receive the error shown below while starting the CWS/CMS application, although the application should function normally:



CWS/CMS Remote Access – Server Connection Error



This error is generic and the CWS/CMS dial-up environment has tools to help determine the specific reason a connection could not be made to the servers listed.

If you receive this dialog box, click **OK** to engage the Dial-up Problem Determination tool (DUPD). There are seven errors that DUPD may report.

- DUPD.1 – Unable to ping DNS Servers.
- DUPD.2 – Name Resolution Configuration error.
- DUPD.3 – Unable to resolve Remote Access Server Name.
- DUPD.6 – Bad Client Connection
- DUPD.9 – Unable to determine cause of error.

The section below discusses each of the possible errors returned by DUPD.

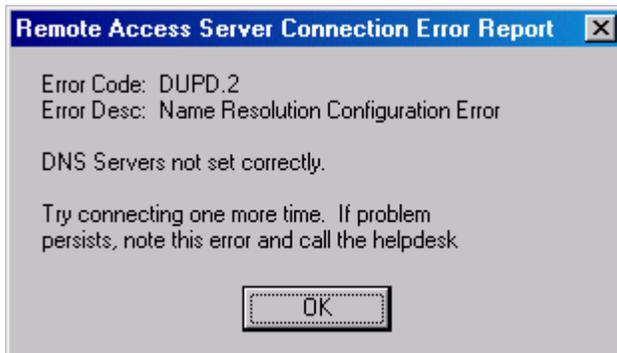


DUPD.1 – Unable to ping DNS Servers



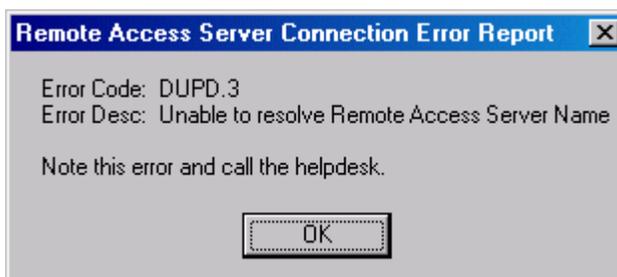
This error is the result of a network/server outage or a bad DTS dial-up account. If you receive this error, you should call the helpdesk. When you open the ticket, make sure and provide the helpdesk with your DTS dial-up username and the DUPD error code of DUPD.1. Also inform the helpdesk if this is a new DTS username which has not been used before.

DUPD.2 – Name Resolution Configuration Error



This error occurs when your DTS dial-up account is not configured with the correct DNS server IP addresses. This could be misconfiguration of the Microsoft Dial-up Client or a bad DTS account configuration. You should verify configuration of the dialer and reconnect. If the problem persists, notify the helpdesk. Specify you are receiving a dial-up DUPD.2 error.

DUPD.3 – Unable to resolve Dial-up Server Name

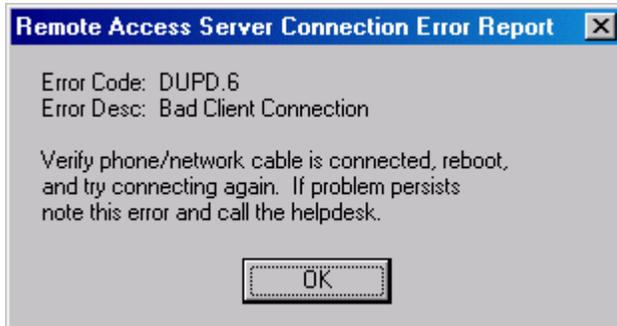


This error usually means the dial-up servers are not listed in the DNS database or the DNS server is not responding to DNS requests. There is nothing you can do to fix this problem and



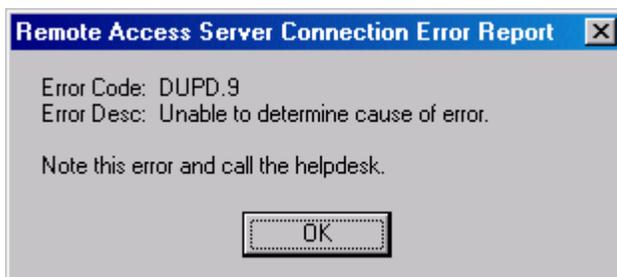
should open a ticket with the helpdesk. When you open the ticket, reference dial-up error code DUPD.3.

DUPD.6 – Bad Client Connection



This error is generated when your workstation has not received an IP address from DTS within the expected range. There can be several reasons for this error ranging from a bad DTS account to a service outage. You should first try the connection again. If you continue to receive this error, you should call the helpdesk. When opening the ticket, make sure and provide the helpdesk with your DTS Dial-up username and the DUPD error code of DUPD.6. Also inform the helpdesk if this is a new DTS username which has not been used before.

DUPD.9 – Unable to determine cause of error



You will receive this error if DUPD can't determine the specific cause of your connectivity problem. If you receive this error, call the helpdesk, open a ticket, and reference dial-up error DUPD.9.