

HealthBridgeTM
Collaborative NetWorking for Healthcare

SSL VPN Access Guide

This step-by-step guide will allow you to access the HealthBridge Network securely using a high-speed Internet line (Roadrunner, Zoomtown, etc.).

Before you start, you must have:

- Completed a New User Request Form for HealthBridge access (fax to 513-469-7230)
- A high speed Internet connection.
- Microsoft Windows 2000 or XP. Internet Explorer 6.0 SP1
- Cipher Strength of 128-bit encryption set in Internet Explorer
- Administrative rights to the PC and rights to the PC's "host" file.
- Microsoft JVM installed – (see Troubleshooting Section for further instructions on downloading this from HealthBridge if you have a new PC with Windows XP)
- No Pop-up blockers running on the PC

Once setup, you will receive your HealthBridge/SSL VPN (Secure Socket Layer Virtual Private Network) client initial login information. Please read this document very carefully before you begin.

If you are a first time HealthBridge user, the initial login process will ask you to establish a new password. Use this new password on all following logins. If you already have an established HealthBridge login, you can use this same login id and password on the SSL VPN login window. Please keep in mind this must be a minimum of 6 characters.

To access HealthBridge, launch your Internet Explorer browser. Type in the following address **ssl.healthbridge.org**

You will receive the following login screen:

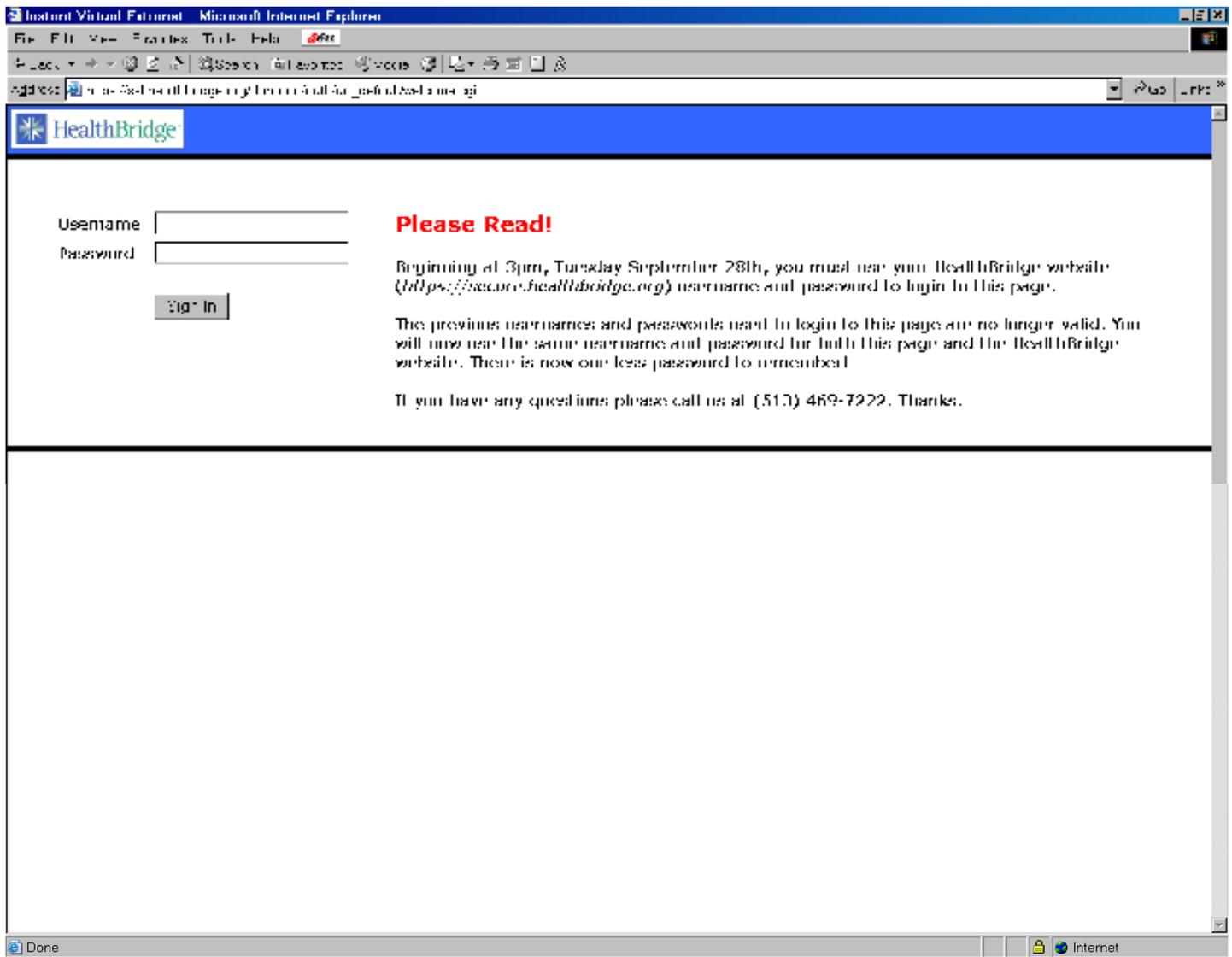


Figure 1

In the **Username** field enter the username that was given to you by HealthBridge (usually firstinitiallastname – John Smith’s username is *jsmith*).

In the **Password** field enter the password you were given by HealthBridge as your initial login password.

Click the **Sign In** button after you have entered the above information. You will be brought to the Secure Application Manager screens (figures 2 and 3 below).

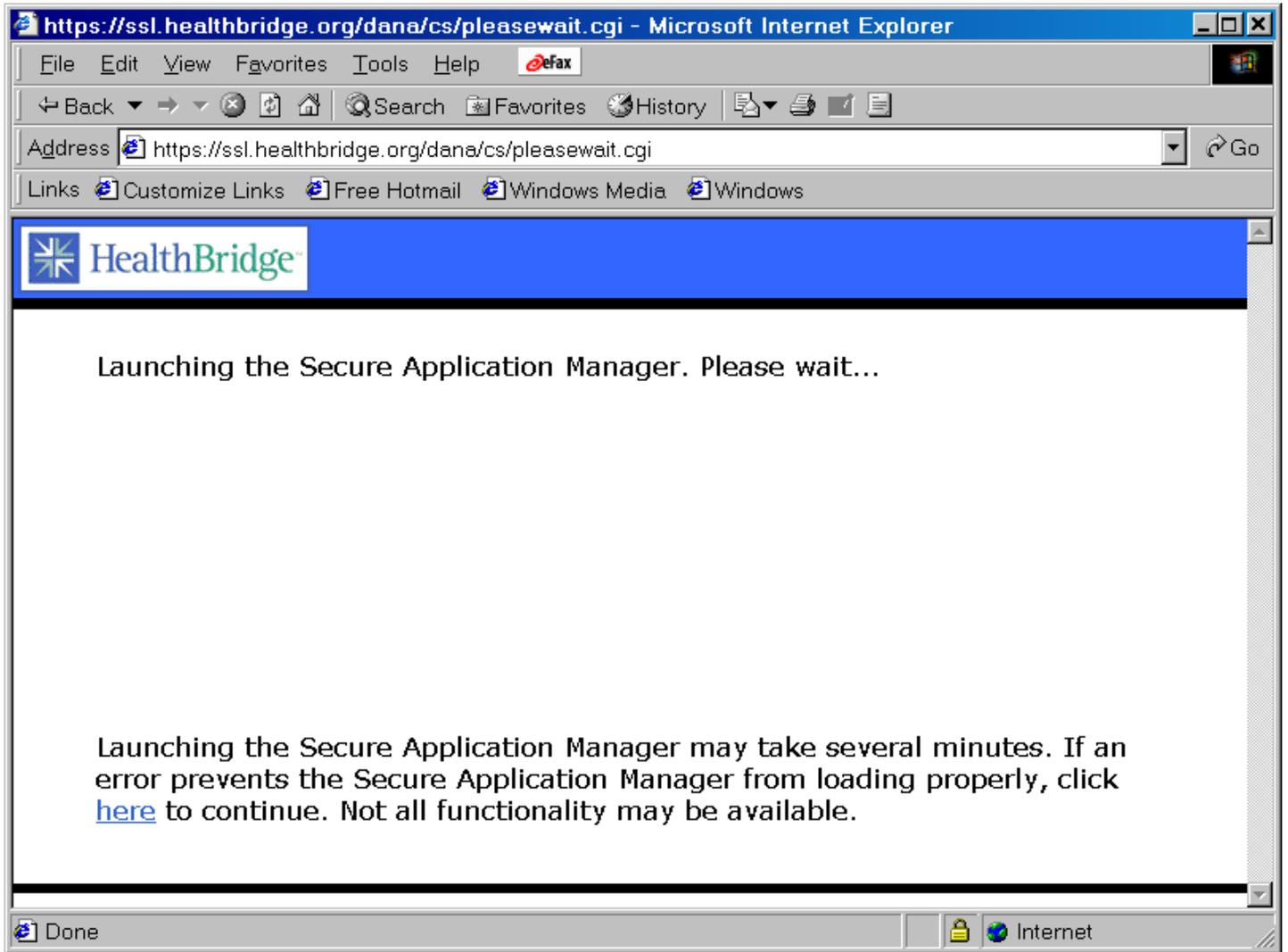


Figure 2

The following window will also pop up. Please minimize this window and keep it open for the duration of your SSL VPN connection.

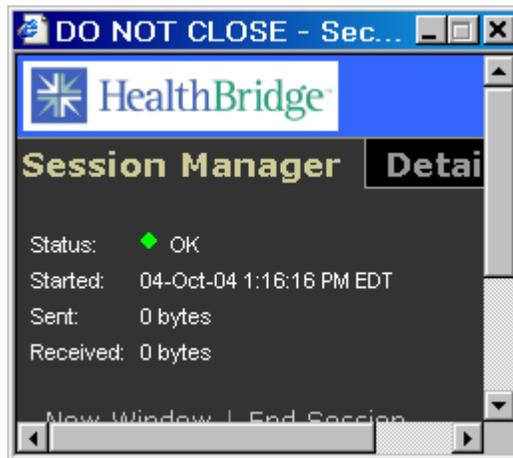


Figure 3

Trouble Shooting Section

▲ Secure Application Manager (SAM) Window (Figure 5) does not open?

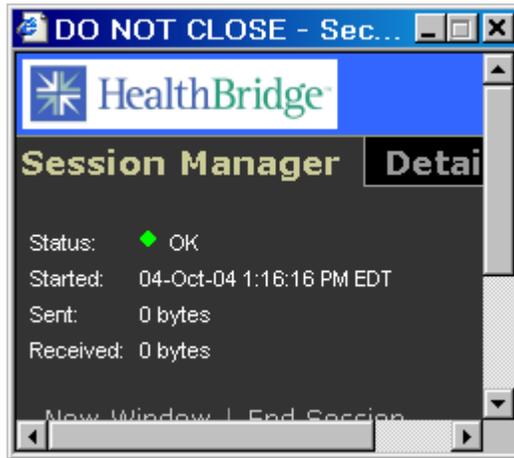


Figure 5

- **Disable all Popup Blockers in Internet Toolbar.** If you have Internet Explorer 6.0, SP2, to disable the popup blockers go to your Internet Explorer, click on Tools, Internet Options, Security Tab, Custom Level button and scroll thru the list for Popup Blockers and click on option to disable it. Other popup blockers may need to be disabled separately, or set to allow HealthBridge traffic (consult your Popup Blocker documentation for this).

▲ SAM still won't launch OR "Page Cannot be Displayed" error message results OR None of the links work:

- Check that Java is installed.
 - Versions of Windows prior to Windows XP had the Microsoft Java preinstalled. The SSL VPN will work with either the Microsoft or SUN versions of Java, but we have generally had fewer problems with the Microsoft version. We recommend the Microsoft VM.
 - Some applications will automatically install the SUN Java for their own use.— AccessAnywhere and some Radiology applications are examples of this.
 - Please note that SUN Java is required for Mercy DOCVIEW. You must install the SUN Java client prior to launching DOCVIEW.
- Are you using the SUN Java or Microsoft Java?
 - To check this, follow these steps: in your Internet Explorer Window, go to Tools, then Internet Options and click on the Advanced tab (Figure 6). If you are having problems getting the SSL VPN SAM to load correctly, and you have both the SUN and Microsoft Java installed, try disabling the SUN Java.

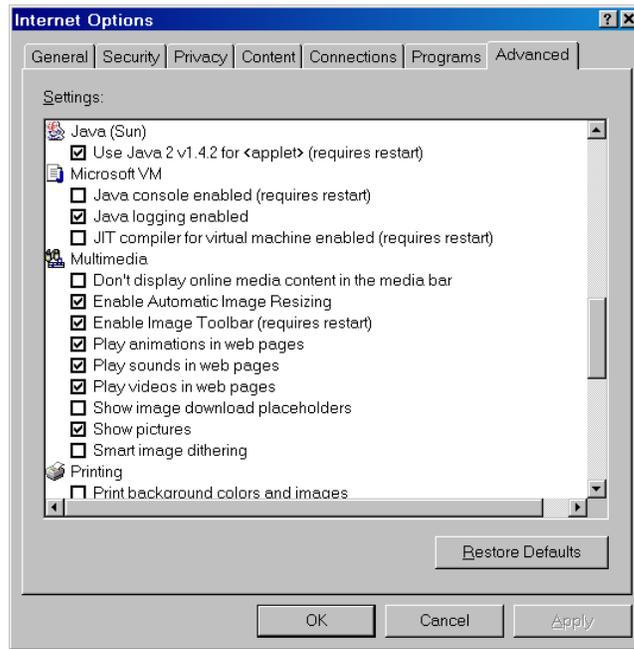


Figure 6

- To install Microsoft VM, browse to download.healthbridge.org and click on **Microsoft Java Virtual Machine** (Figure 7). Note that Windows XP no longer includes Java by default. Most Windows 2000 users will already have this installed. Select Java logging enabled and deselect JIT compiler for virtual machine.
- If you need the SUN Java, browse to download.healthbridge.org and download it. Click on **Sun Java Virtual Machine v. 1.4.2** (Figure 7).

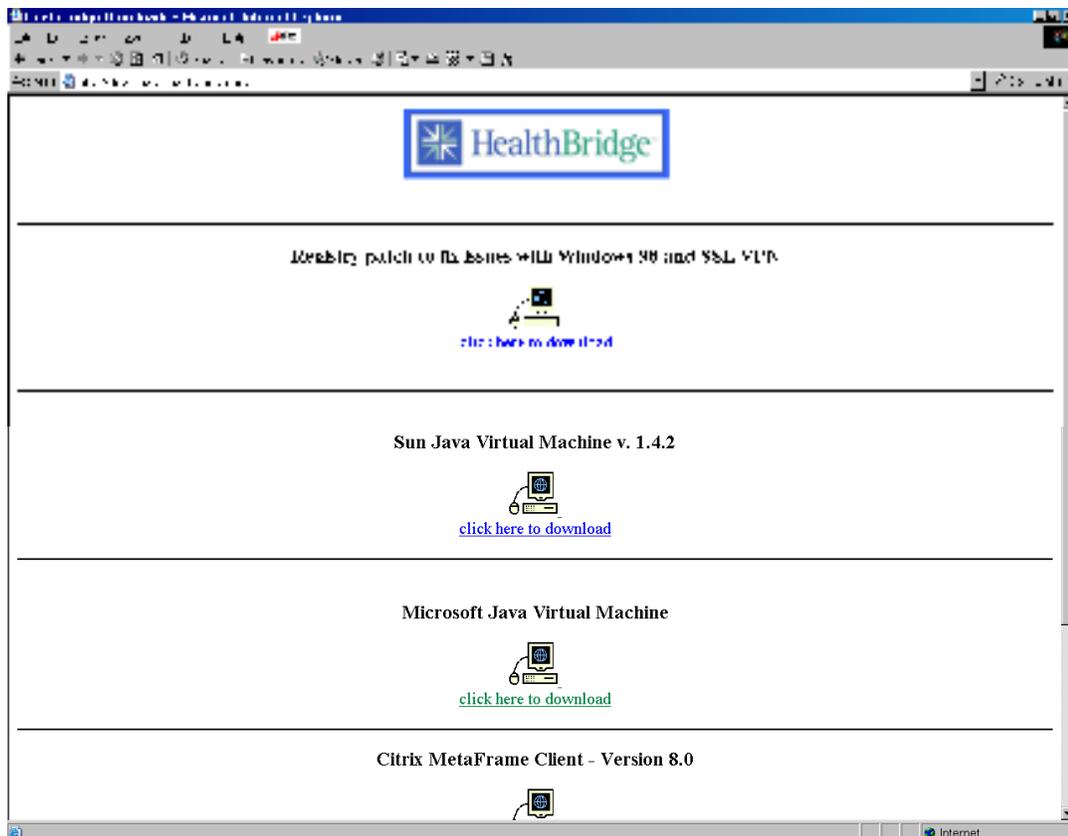


Figure 7

- Internet firewalls such as Norton Internet Security sometimes block ports preventing windows or applications from launching. If this happens, we suggest turning off or disabling your Internet firewall for the duration of your SSL connection. Blocked ports are indicated when you see red highlighted lines in the **Details** section of the SAM box. Click on **Details** (Figure 8a) to view blocked ports (Figure 8b).

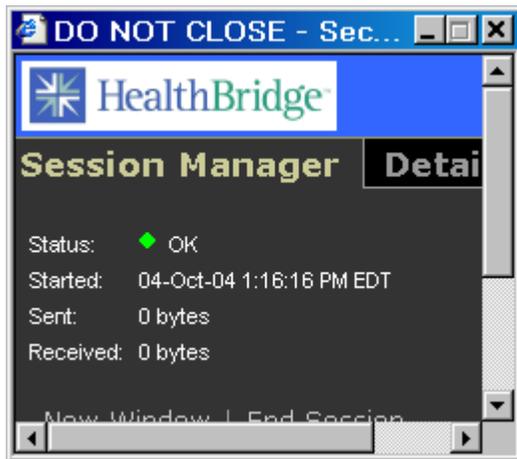


Figure 8a

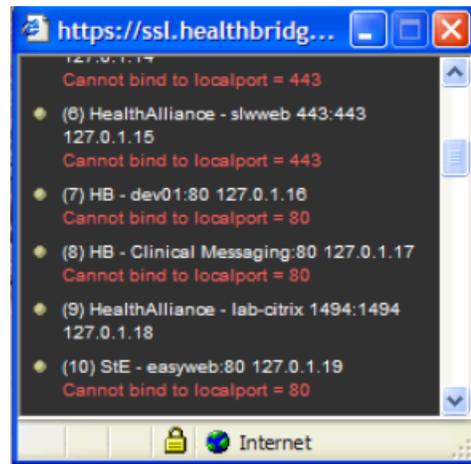


Figure 8b

▲ I get Host Message error on Secure Application Manager box (Figure 9)

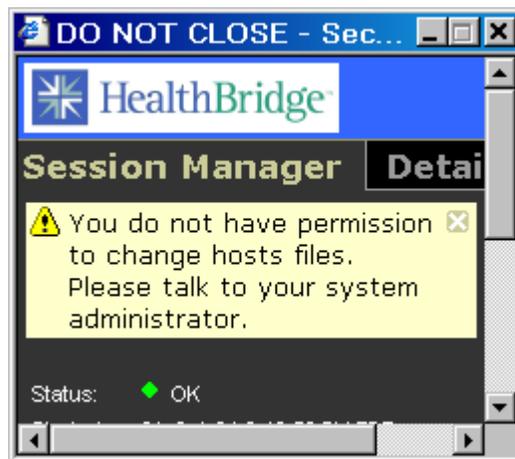
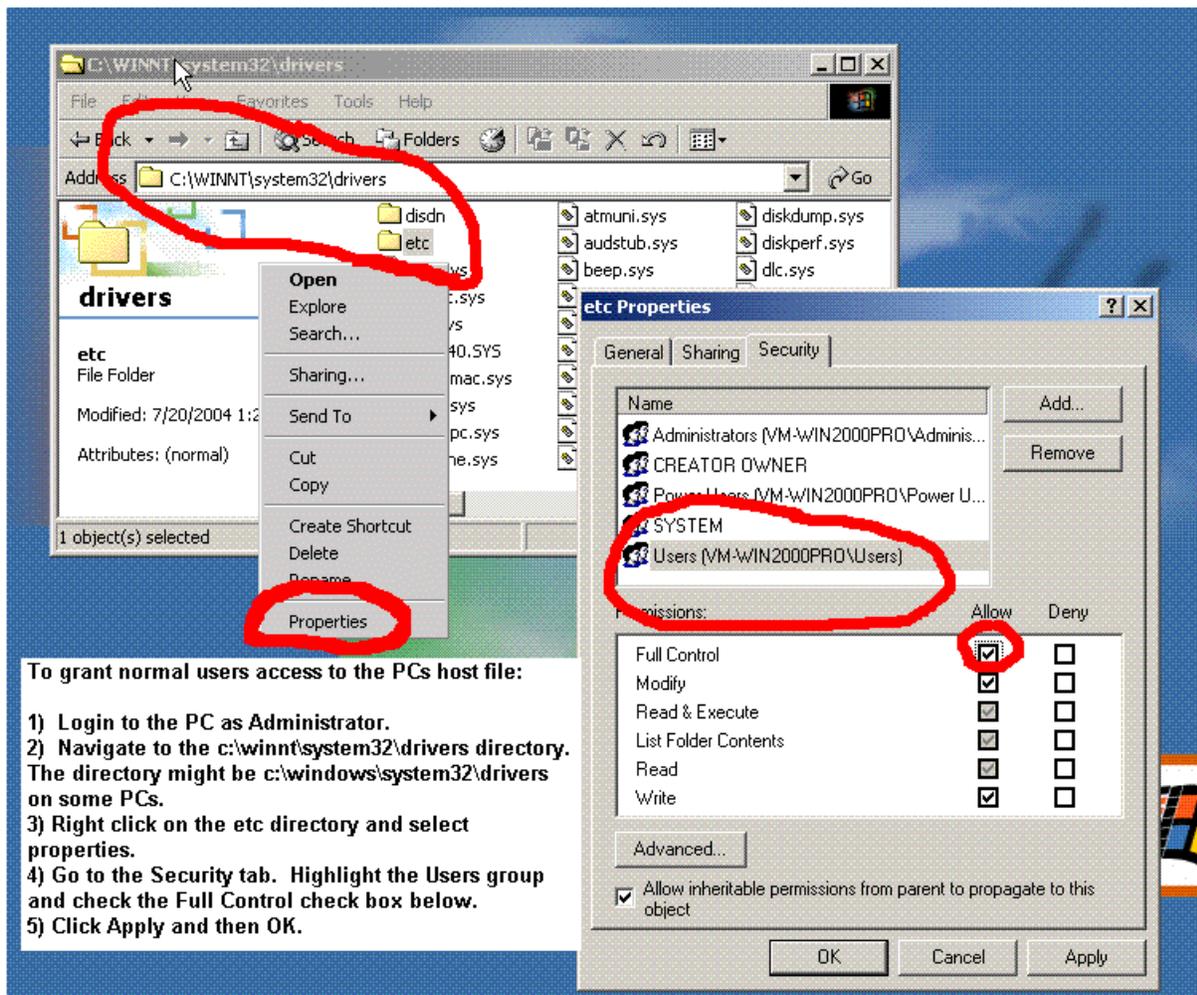


Figure 9

The SAM requires access to your PCs "host" file. This means that you will need to have administrative privileges to the PC you are using, or that your system admin must give you explicit rights to change the host file. We are working to eliminate this requirement.

Figure 10 below shows the steps an administrator must take to eliminate this message and allow the SAM to load properly for "normal" users. This is only a problem on Windows 2000 and XP.



To grant normal users access to the PC's host file:

- 1) Login to the PC as Administrator.
- 2) Navigate to the `c:\winnt\system32\drivers` directory. The directory might be `c:\windows\system32\drivers` on some PCs.
- 3) Right click on the etc directory and select properties.
- 4) Go to the Security tab. Highlight the Users group and check the Full Control check box below.
- 5) Click Apply and then OK.

Figure 10

Sometimes, the host file gets set to a "read-only" status. This problem can affect Windows 2000, XP and 98. We have seen some "Spyware" prevention programs that do this ("Spybot" is one). The directions below show how to turn off the "read-only" property on the file.

- Modify the host file properties: search the following path on your c: drive `C:\WINDOWS\system32\drivers\etc`. On some PC's the path will be `C:\WINNT\system32\drivers\etc`. Right click on the file named "hosts" and select Properties. The following window will launch (Figure 11). Deselect the Read-only box at the bottom of the window and click on Apply then OK.

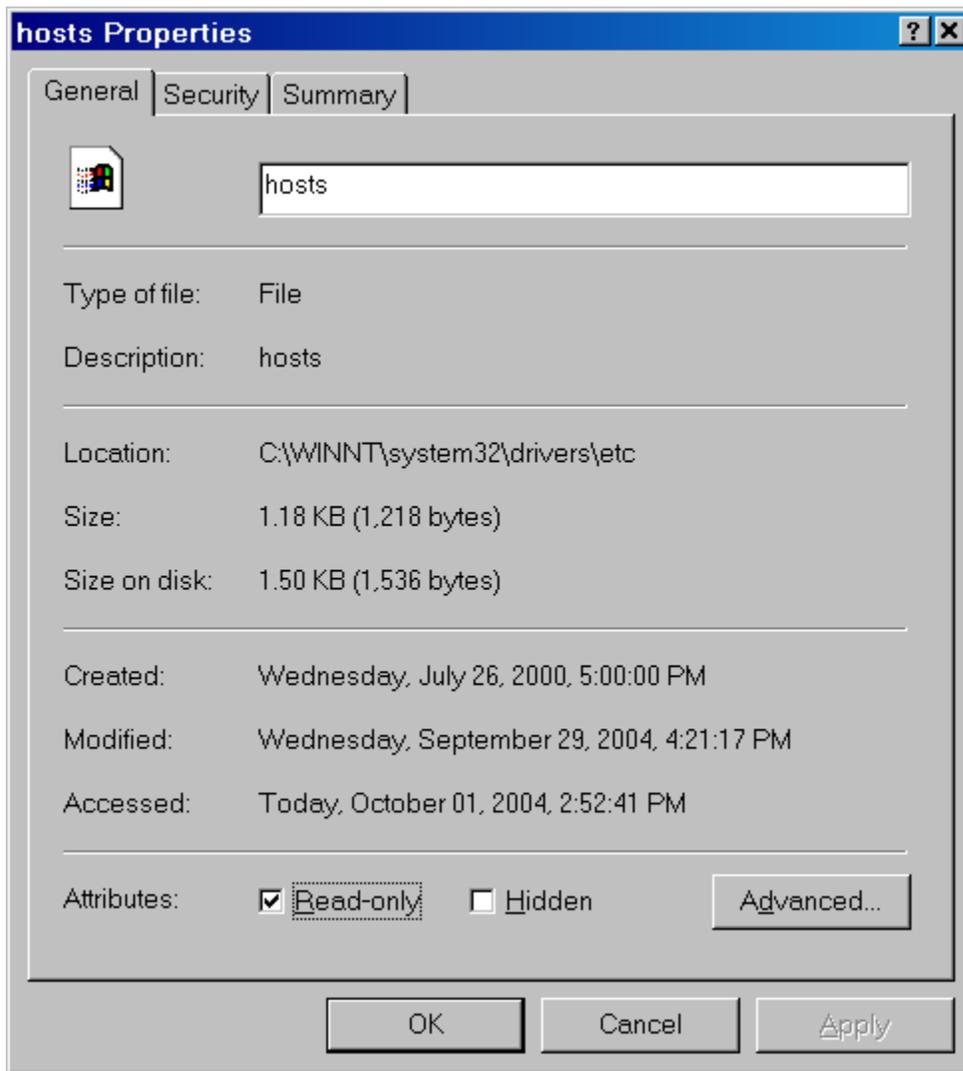


Figure 11

▲ Windows 98 Users

Windows 98 has an issue with running out of memory buffers, which will cause some applications to not work using the SSL VPN. This can be verified by clicking on the “Details” tab of the SAM (“Do Not Close”) box. Some of the applications listed here will have red error messages by them. There is a registry patch which fixes these issues.

- If you have Windows 98, browse to download.healthbridge.org and click on **Registry patch to fix issues with Windows 98 and SSL VPN** - (Figure 7).

▲ Windows XP Users

Windows XP users who have installed Service Pack 2 will need to install the following patch or some applications will not work correctly.

- If you have Windows XP, SP2, browse to download.healthbridge.org to download a Hotfix for it. Click on **Windows XP SP2 Hotfix** - (Figure 12).

▲ When launching a hospital system application, I get a white box with a red x in the middle, OR I get an Error message stating that the referenced dll file cannot be found:

- You do not have Citrix ICA Client Web Version 8.0.24737 installed on your PC. Browse to download.healthbridge.org and click on **Citrix MetaFrame Client - Version v. 8.0.24737** (Figure 12).

NOTE: Citrix is required for the following applications: TriHealth - Meditech, Health Alliance – LastWord and Lab One, St. Elizabeth - Pyramis or Optika.

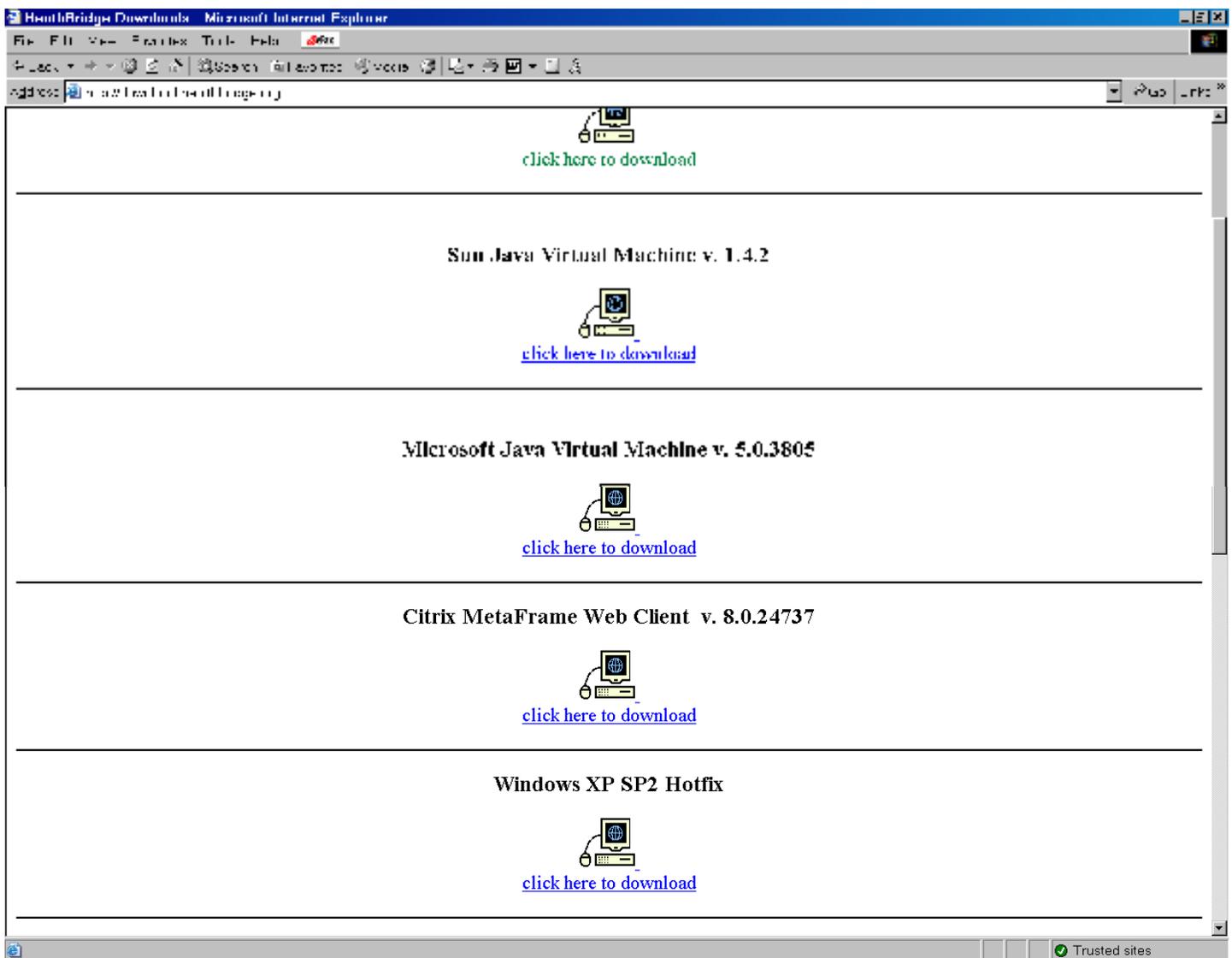


Figure 12