

# **Kaiser Permanente Remote Access**

## **KP Remote Access User Guide**

April 2003



**KAISER PERMANENTE®**

Business Infrastructure BAP  
KP-IT  
Walnut Creek, CA

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# 1

## Welcome

Welcome to the Kaiser Permanente Remote Access (KP Remote Access). KP Remote Access provides KP network users with easy access to the Kaiser Permanente intranet with the Fiberlink Global Remote (FGR) dialer. The dialer enables you to connect to the KP intranet with a dial-up modem or broadband access such as DSL or Cable.

This user guide is designed to help you install and maintain the Fiberlink Global Remote dialer. Each section of the user guide should be read prior to attempting the procedures in that section.

You will need the following items:

- Remote Access clearance
- Fiberlink Global Remote software
- SecurID Token, with an assigned PIN
- *The Kaiser Permanente Remote Access User Guide*
- Administrative level access to the computer receiving the software



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If you are installing the Fiberlink software on a Kaiser Permanente asset and you do not have administrative access, you will need to have Local Support Services install the software.

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The Fiberlink Global Remote dialer will support several operating systems:

- Windows 98
- Windows NT4.0
- Windows Me
- Windows 2000
- Windows XP



# 2

## Installing the Fiberlink Global Remote Software

This chapter takes you through the process of installing the software that allows you to access the Kaiser Permanente intranet. The software is delivered to you by local IT support via an automated software distribution, or one of the following:

- CD
- Web
- FTP



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For current IRAS or VPN users and if you have a previously installed version of Cisco VPN Client, you should uninstall it before continuing. It is recommended you select **Yes** to remove all profiles and certificates.

---

Logon to the machine with an account that has administrative rights.



- If you do not have administrative rights, you may receive errors when attempting to install or uninstall the Fiberlink software.
  - If you are installing the Fiberlink software on a Kaiser Permanente asset and you do not have administrative access, you will need to have Local Support Services install the software.
  - Local Support Services should add your user account to the local admin group to perform the installation. After the installation has been completed, your account should be removed from the local admin group.
-

# Launching the Executable File

To launch the executable file, do the following:

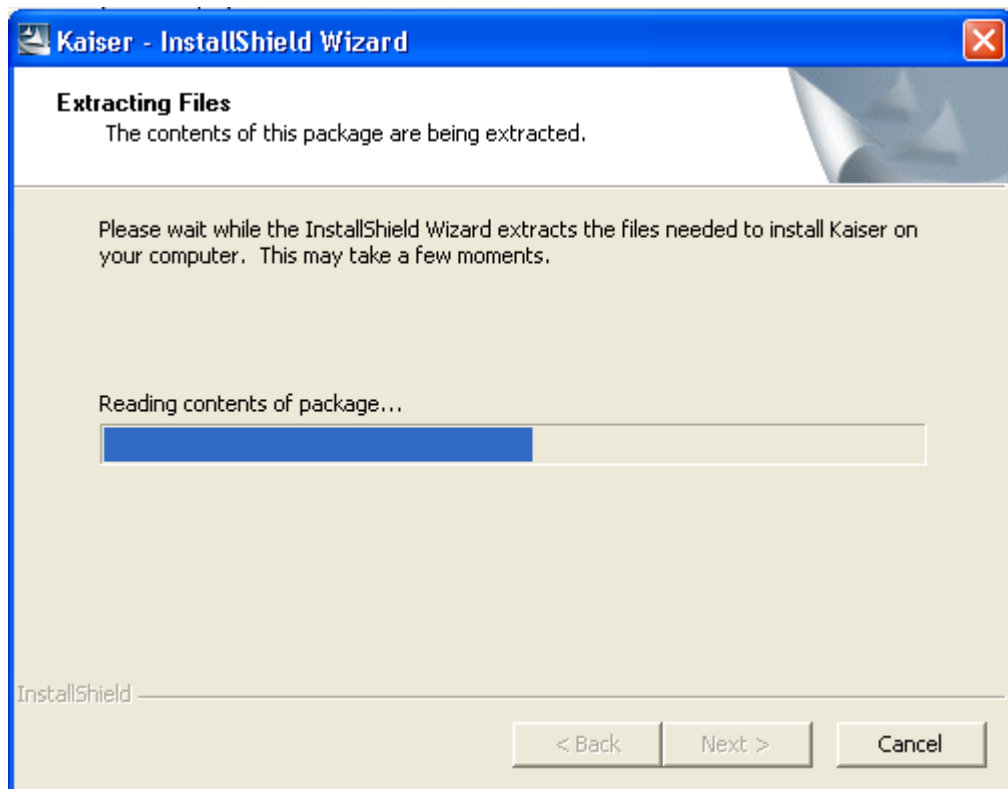
1. Double-click the Fiberlink Client executable file. *Result:* The Kaiser - InstallShield Wizard window appears with the message “Extracting Files.”



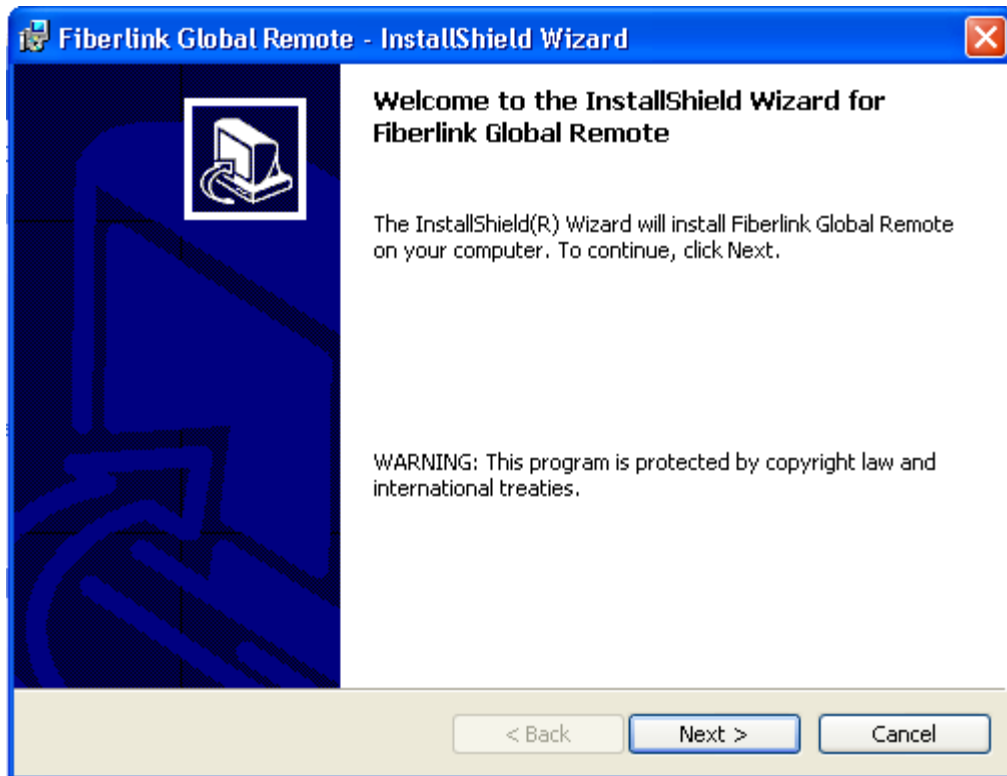
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If Windows Installer is not on the computer you are using, you will be prompted to reboot before continuing.

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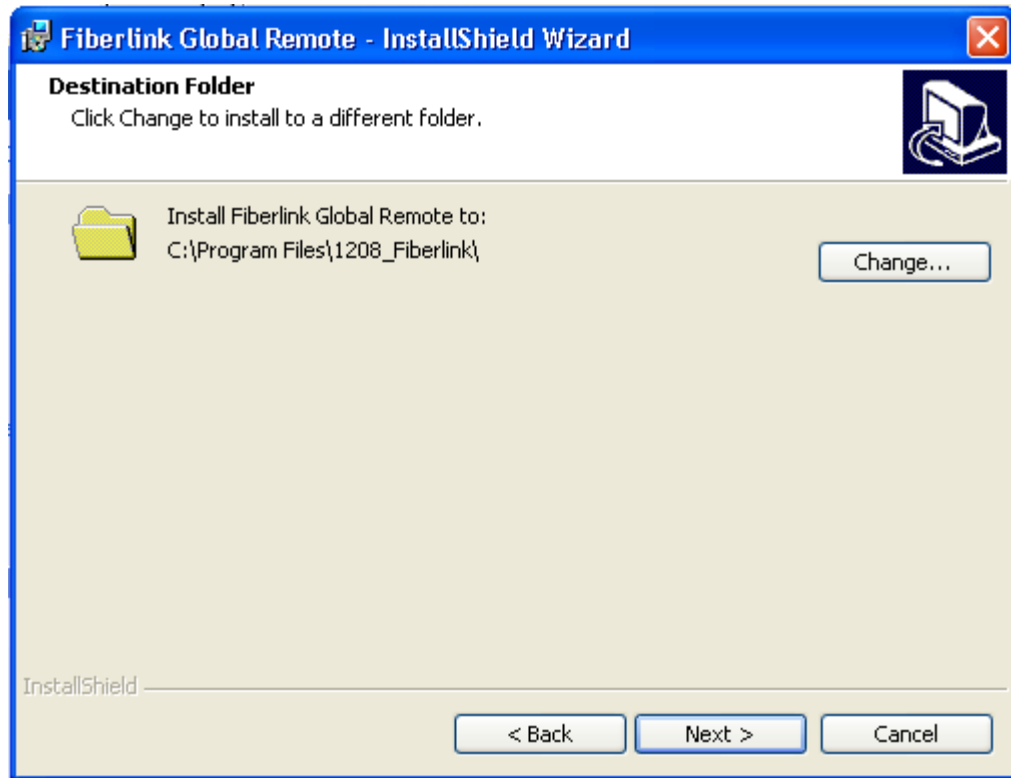


2. After the files are extracted, the Fiberlink Global Remote - InstallShield Wizard window appears.



3. Click **Next**. *Result:* The Fiberlink Global Remote - InstallShield Wizard window appears with the message "License Agreement."
4. Select the option "I accept the terms in the license agreement" and click **Next**. *Result:* The Fiberlink Global Remote - InstallShield Wizard window appears with the message "Destination Folder."





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The default destination folder is C:\Program Files\Fiberlink. It is recommended that this destination not be changed.

---

5. Click **Next**. *Result:* The Fiberlink Global Remote - InstallShield Wizard window appears with the message "Install FGR NT Service."

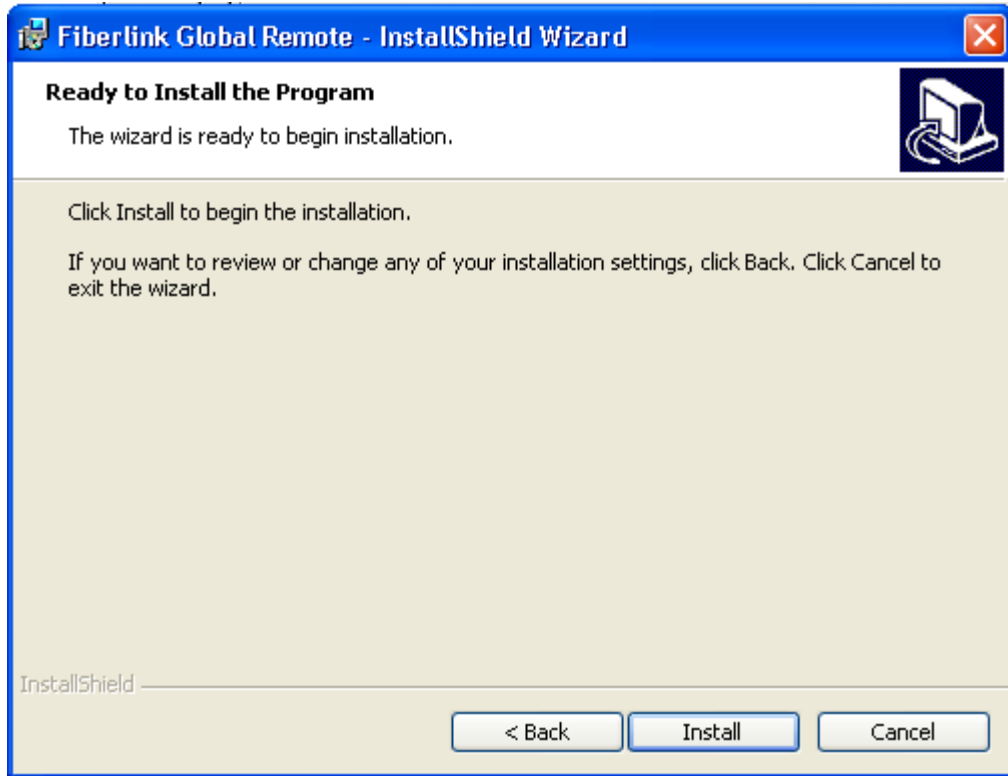


---

The default option is "Do not install." Make sure this option is selected and continue with the installation. The installation of FGR NT service is not an option on some operating systems and is not supported by Kaiser Permanente for security reasons.

---

6. Select the default option "Do not install" and click **Next**. *Result:* The Fiberlink Global Remote - InstallShield Wizard window appears with the message "Ready to Install the Program."



7. Click **Install**. *Result:* The Fiberlink Global Remote - InstallShield Wizard installs and the Kaiser VPN Client Setup window appears.



---

If you did not uninstall the Cisco VPN Client as instructed on page 2.1, you will be asked to uninstall the older version or upgrade to the newer version before continuing.

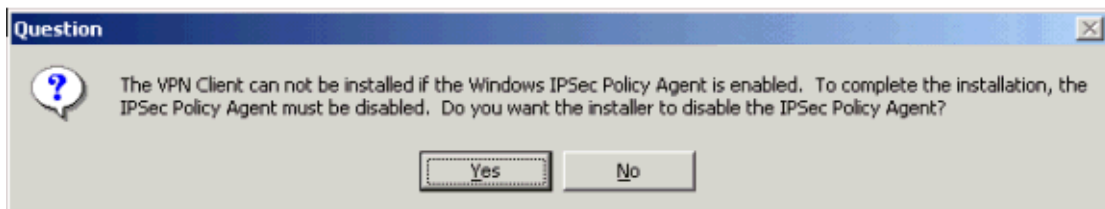
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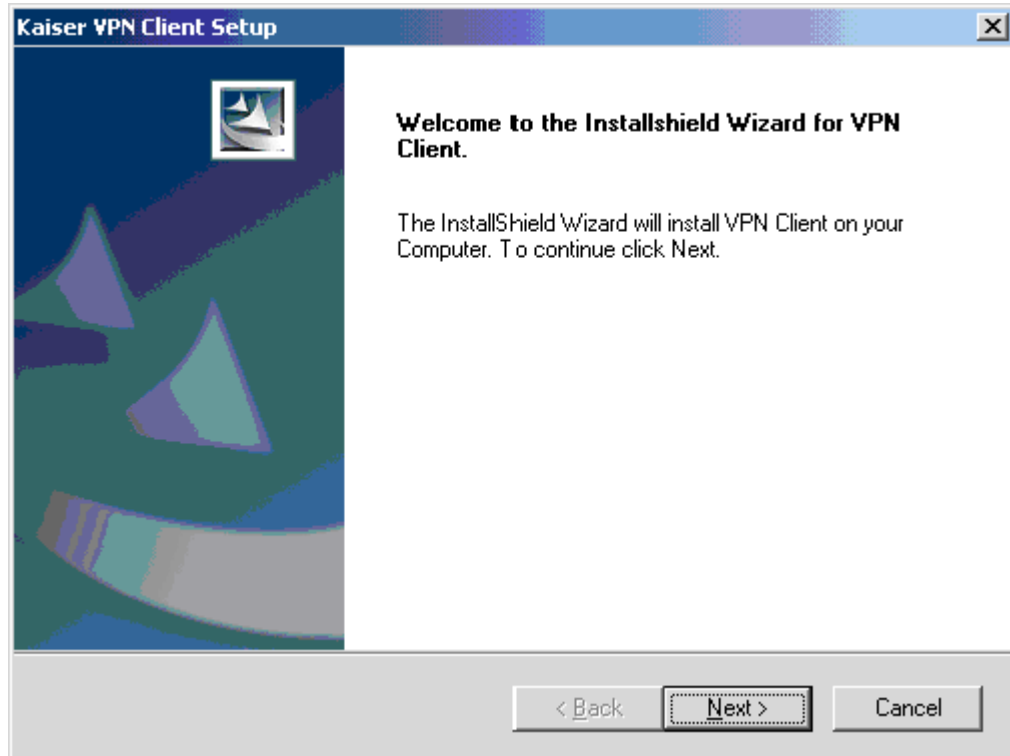


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On Windows 2000 and Windows XP, you may be prompted to disable the IPSec Policy Agent, as seen below. If you are presented with this prompt, you must select **Yes** for the installation to continue.

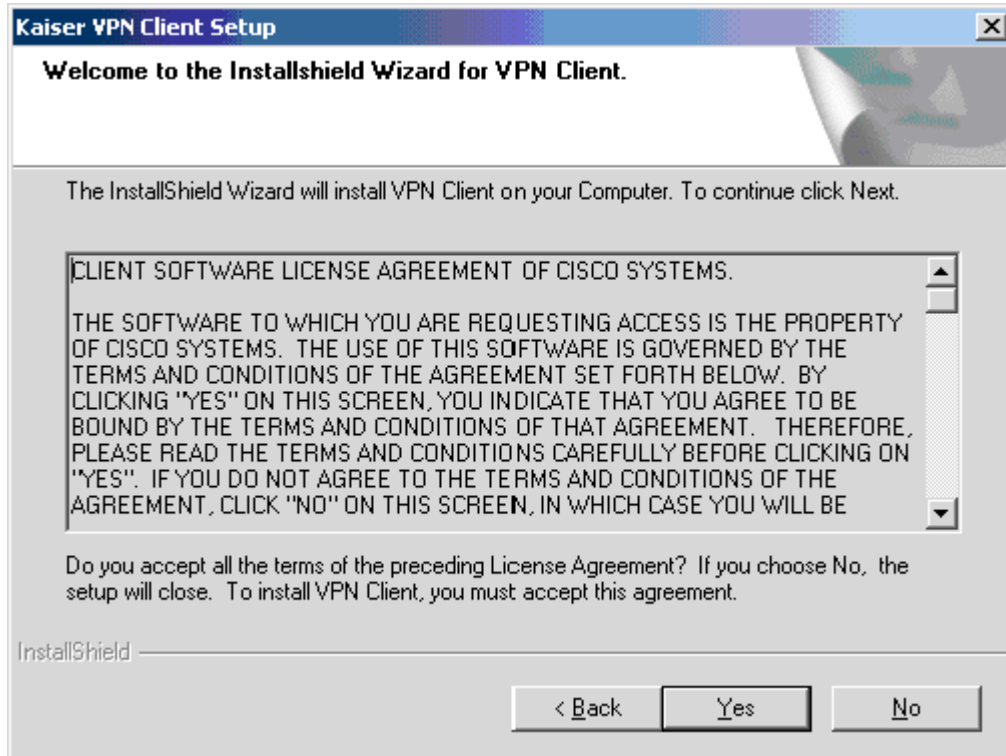
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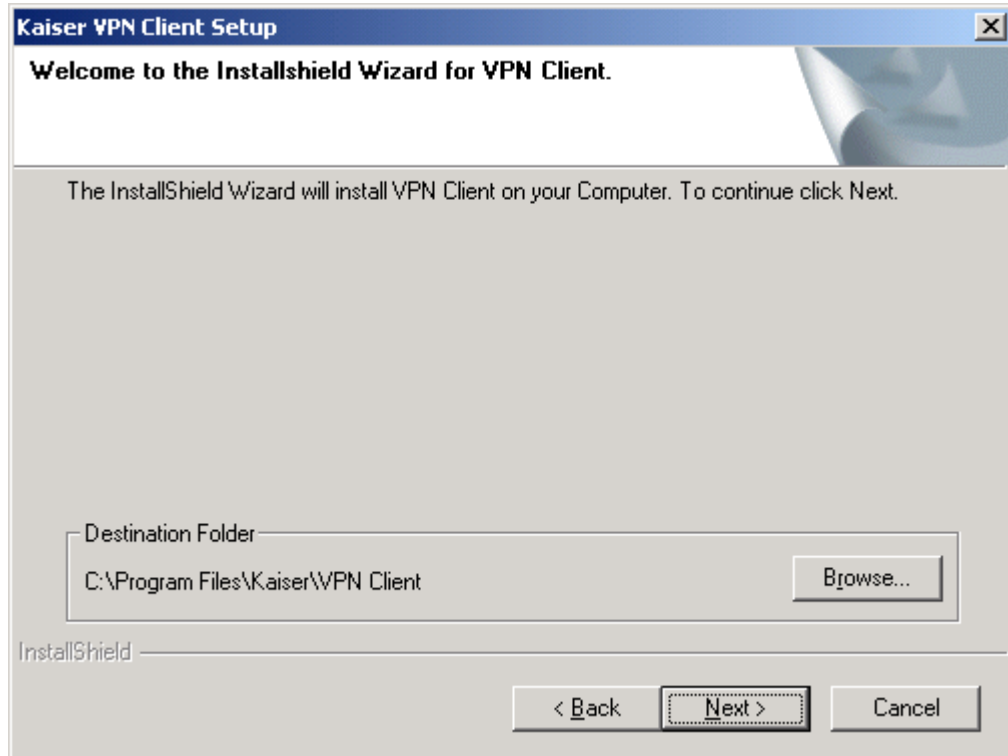


## ***Installing the VPN Client***

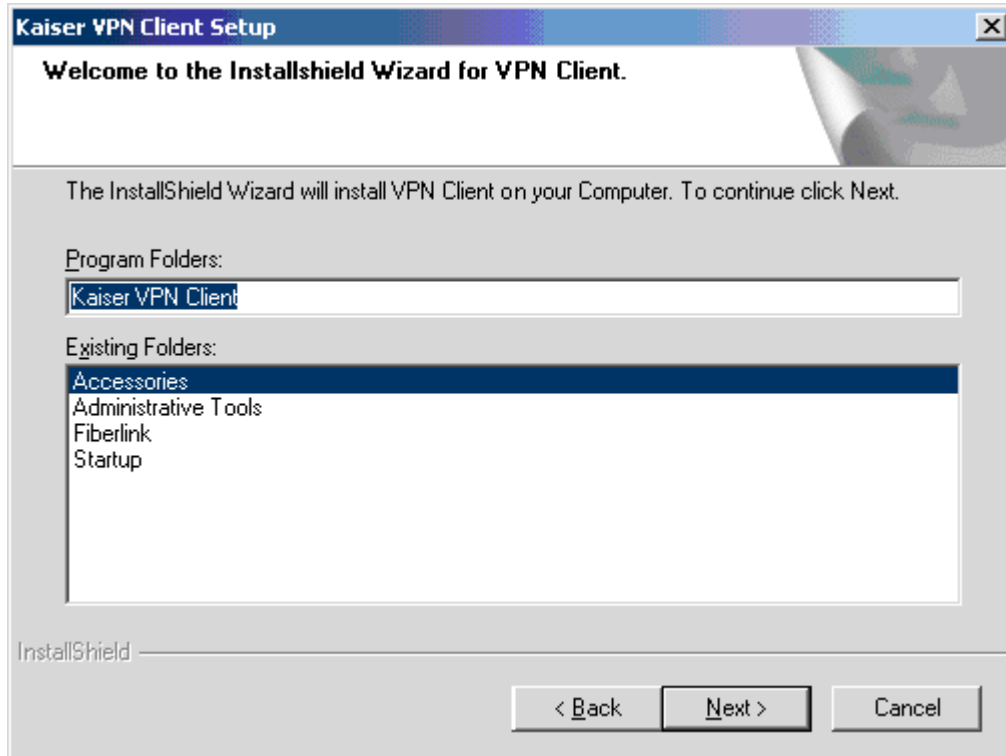
1. Click **Next**. *Result:* The Kaiser VPN Client Setup window appears with the License Agreement.



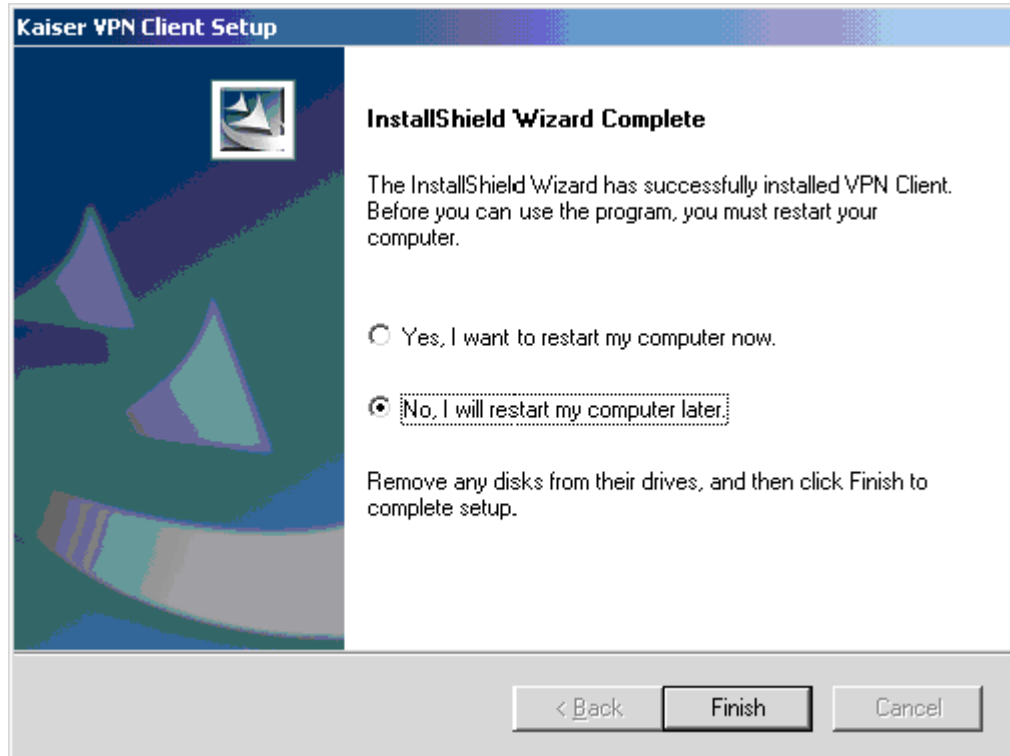
2. Click **Yes**. *Result:* The Kaiser VPN Client Setup window appears with the default Destination Folder.



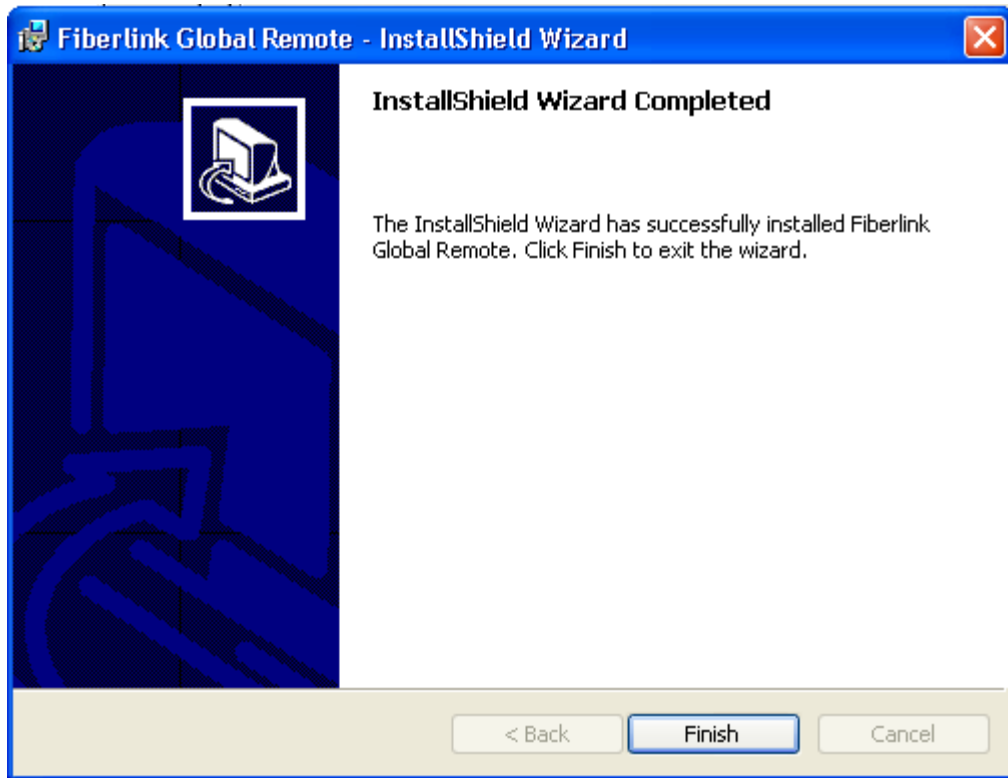
3. Click **Next**. *Result:* The Kaiser VPN Client Setup window appears with the name of the Program Folder.



4. Click **Next**. *Result:* The Kaiser VPN Client Setup window appears with the message "InstallShield Wizard Complete."



5. Select "No, I will restart my computer later" and click **Finish**.  
*Result:* The Fiberlink Global Remote - InstallShield Wizard appears with the message "InstallShield Wizard Completed."



6. Click **Finish**. *Result:* the Fiberlink Global Remote - InstallShield Wizard window exits.
7. Restart your computer now.





# 3

## Connecting with Broadband

The following procedures show how to connect to the Kaiser Permanente intranet using a high-speed broadband connection.

### Accessing Fiberlink Global Remote

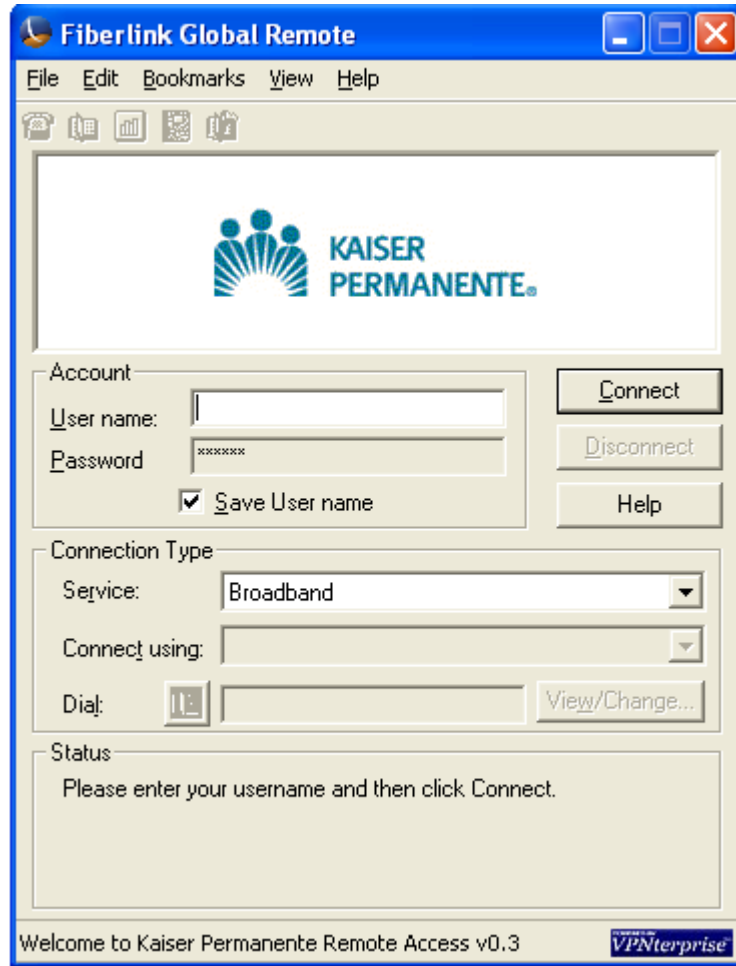
1. Connect to the internet using your high speed internet provider.
2. Do one of the following:
  - Double-click the Kaiser Remote Access shortcut on your desktop.



**or**

- Select the following:
  - Start
  - Programs
  - Fiberlink
  - Kaiser Remote Access

*Result:* The Fiberlink Global Remote screen appears.



## Connecting to the KP Intranet

1. In the Fiberlink Global Remote window, type your SecurID Remote Access User ID in the User name field.



---

Tokens are delivered to personnel with an identification number, or Remote Access User ID, assigned for use with the device. For most users, this will be your NUID (an example of an NUID would be D111766).

---

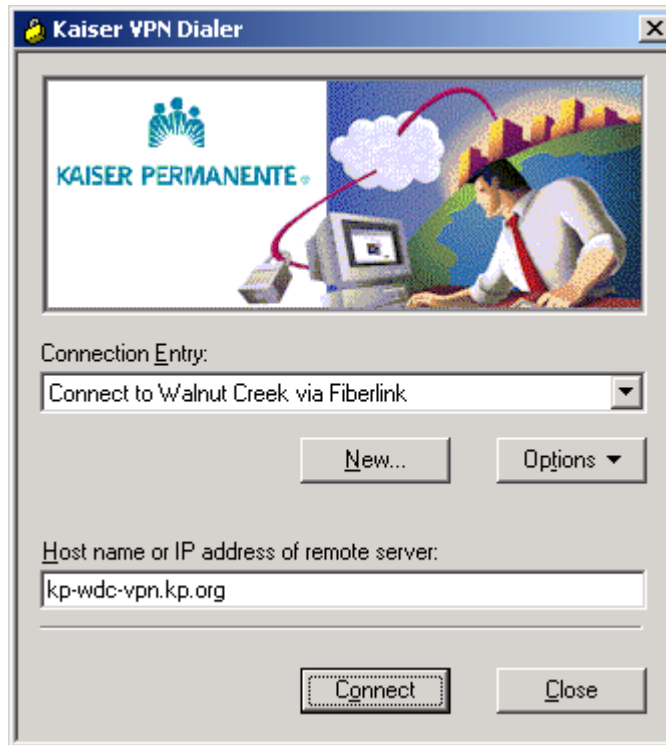


---

Selecting the "Save User name" option will save your user name in the User name field for the next time you use the software.

---

2. Select Broadband from the Connection Type Service option.
3. Click **Connect**. *Result:* The Kaiser VPN Dialer window appears.



4. With the Connection Entry option, select the closest connection to your home location.



---

This will be your default connection. Use this connection even when traveling outside your region.

---

5. Click **Connect**. *Result:* Two windows appear: the Connecting to kp-{location}-vpn.kp.org window and the User Authentication for Connect to Kaiser window.



6. In the User Authentication for Connect to Kaiser window, type your SecurID Remote Access User ID in the Username field.
7. In the Password field, type your token's PIN followed by the current 6-digit number shown on the token.

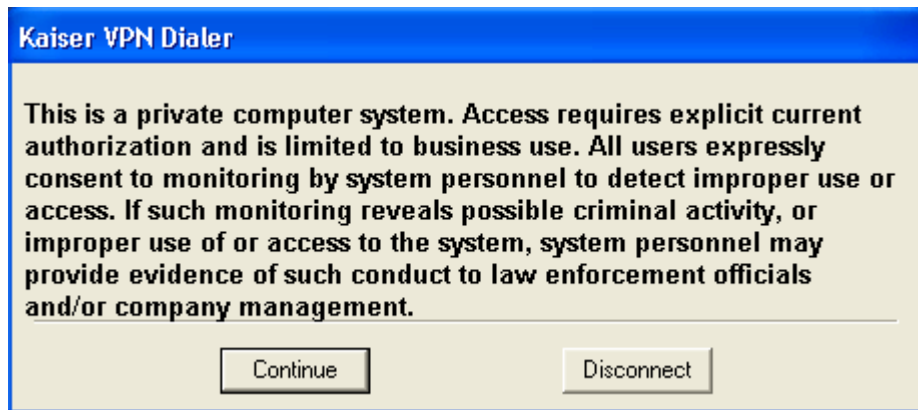


---

For more information about the PIN, see the SecurID Token quick card.

---

8. Click **OK**. *Result:* The Kaiser VPN Dialer window appears.

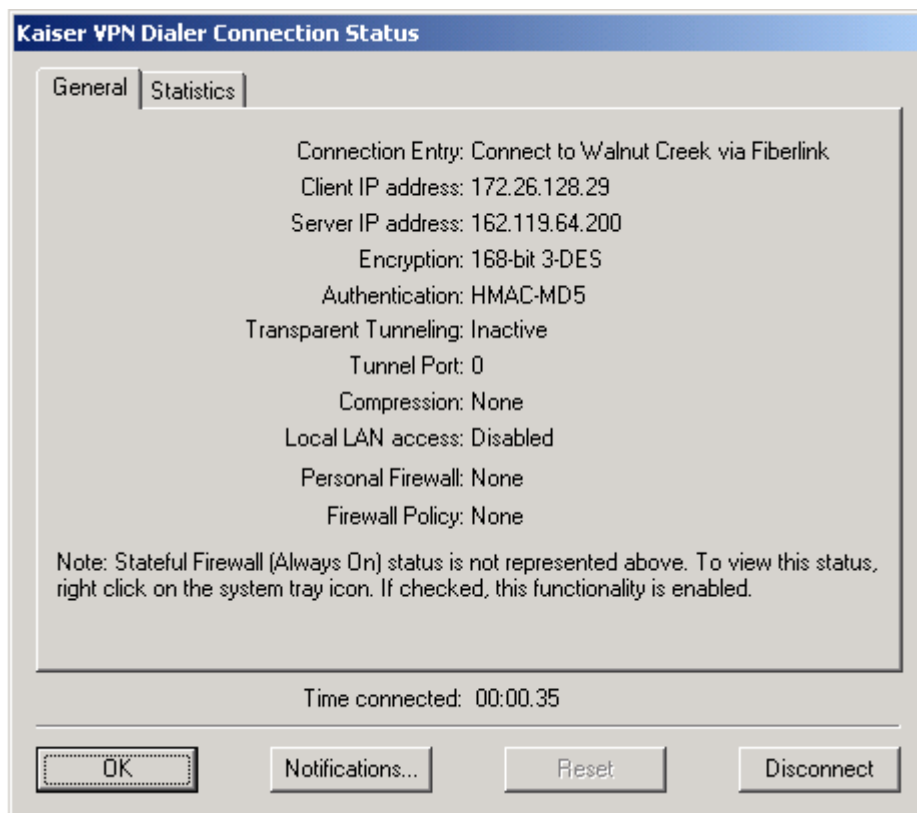



9. Click **Continue**. *Result:* You are connected to the Kaiser Permanente intranet.

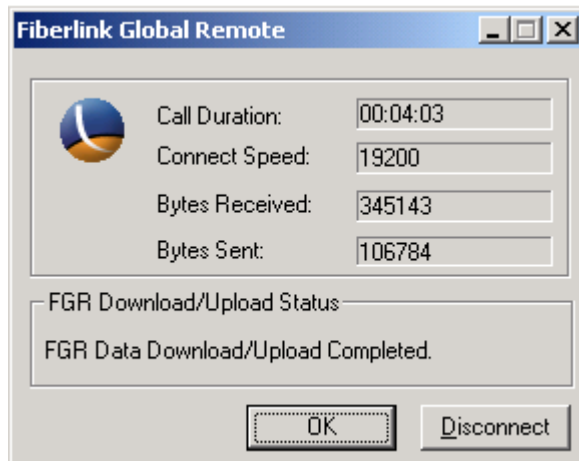
# Disconnecting from the KP Intranet

Use the following procedures to end your session on the KP intranet.

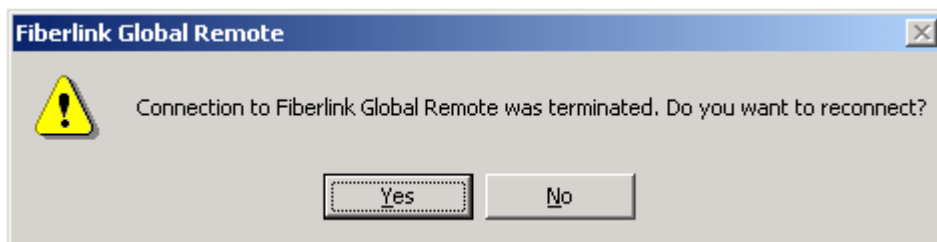
1. Double-click the  icon in the tray at the bottom right of your screen. *Result:* The Kaiser VPN Dialer Connection Status window appears.



2. Click **Disconnect**. *Result:* The Kaiser VPN Dialer Connection Status window disappears.
3. Double-click the  icon in the tray at the bottom right of your screen. *Result:* The Fiberlink Global Remote window appears.



4. Click **Disconnect**. *Result:* The Fiberlink Global Remote message appears.



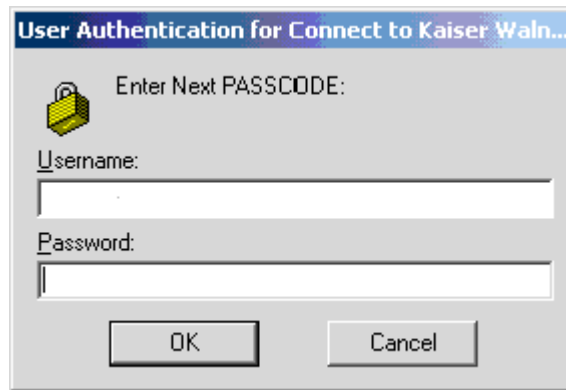
5. Click **No**. *Result:* The Fiberlink Global Remote message disappears and you are no longer connected to the KP intranet.

# PASSCODE Messages

## *Next PASSCODE Message*

The Next PASSCODE message appears when:

- the wrong PASSCODE is entered five times
- the SecurID token has not been used by the owner for a lengthy period of time
- the SecurID PASSCODE is entered twice



1. Wait for the six-digit number on the SecurID token to change.
2. Type your PIN and the new six-digit number on the SecurID token in the Password field.
3. Click **OK**. *Result:* The Kaiser VPN Dialer window appears.
4. Click **Continue**. *Result:* You are connected to the Kaiser Permanente intranet.

## *TOKENCODE Message*

Like the Next PASSCODE message, the TOKENCODE message requires the following procedures.

1. Wait for the six-digit number on the SecurID token to change.
2. Type only the new six-digit number on the SecurID token in the Password field.
3. Click **OK**. *Result:* The Kaiser VPN Dialer window appears.
4. Click **Continue**. *Result:* You are connected to the Kaiser Permanente intranet.





# 4

## Connecting with a Dial-up Modem

The following procedures show how to connect to the Kaiser Permanente intranet with a dial-up modem.

### Accessing Fiberlink Global Remote

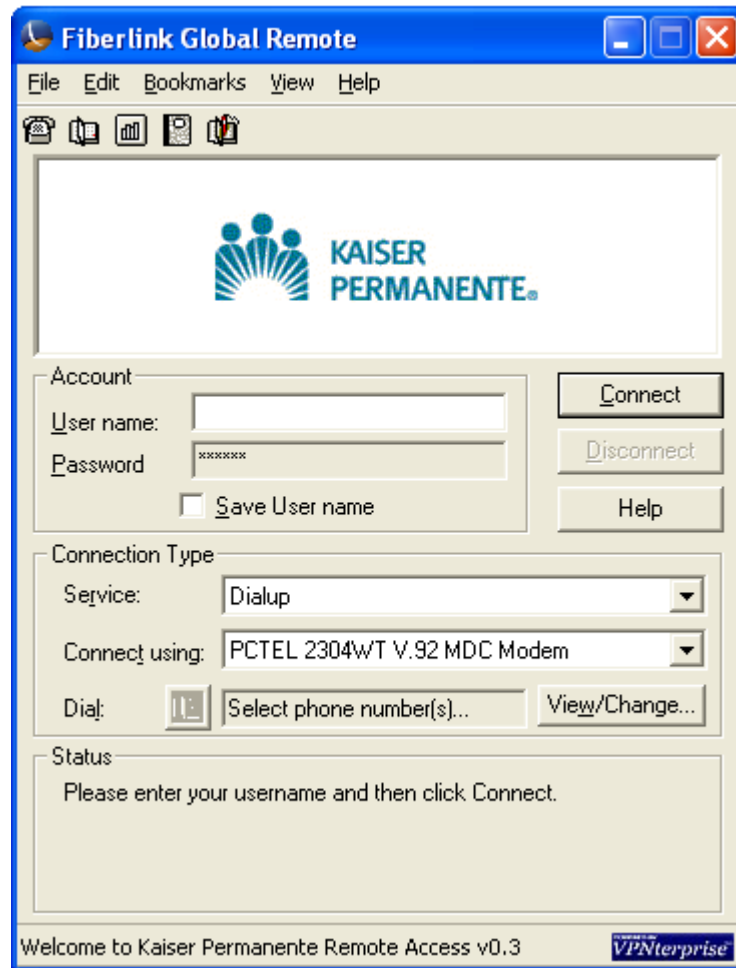
1. Do one of the following:
  - Double-click the Kaiser Remote Access shortcut on your desktop.



or

- Select the following:
  - Start
  - Programs
  - Fiberlink
  - Kaiser Remote Access

*Result:* The Fiberlink Global Remote screen appears.



## Choosing a Telephone Number

It is advisable to first select the telephone number you will dial to access the KP intranet. After selecting a telephone number, the Fiberlink software will continue to use the telephone number until you decide to change it.



---

There may be more than one telephone number for an area. Please contact your local telephone company with any questions regarding potential charges.

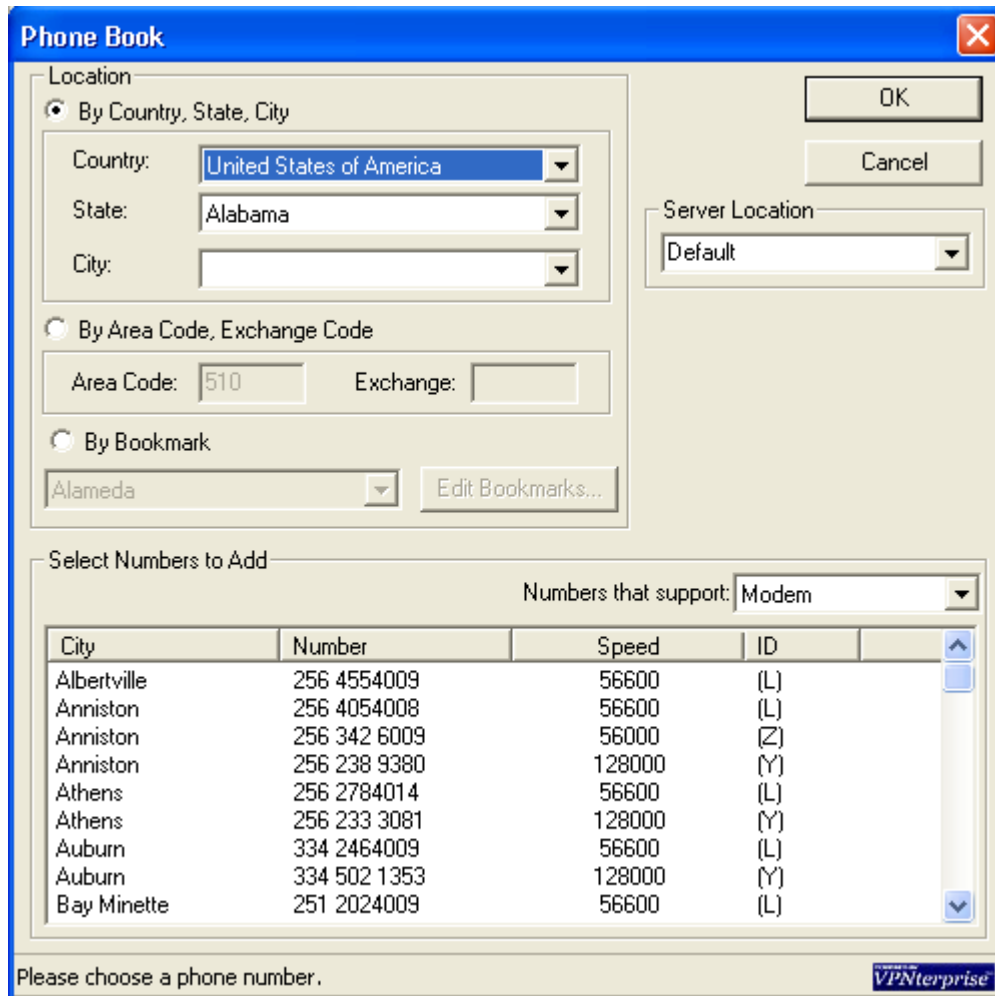
---

1. On the Fiberlink Global Remote window, select **Dialup** from the Connection Type Service option.



You may need to change your dial properties to access an outside line or disable call waiting. Refer to the section "Changing Dial Properties" on page 4.10 for more information.

2. Click **View/Change**. *Result:* The Phone Book window appears.



3. Select the option **By Area Code, Exchange Code**.
4. Type the following:
  - Area code in the Area Code field
  - Exchange prefix in the Exchange field
5. Select a telephone number in the **Select Numbers to Add** section.



---

There may be more than one telephone number for an area. Please contact your local telephone company with any questions regarding potential charges.

If this is the number you will use often, refer to the section "Bookmarking Telephone Numbers" on page 4.11 for more information.

---

6. Click **OK**. *Result:* The Fiberlink Global Remote window appears.

## Connecting to the KP Intranet

1. On the Fiberlink Global Remote window, type your SecurID Remote Access User ID in the User name field.



---

Tokens are delivered to personnel with an identification number, or Remote Access User ID, assigned for use with the device. For most users, this will be your NUID.

---

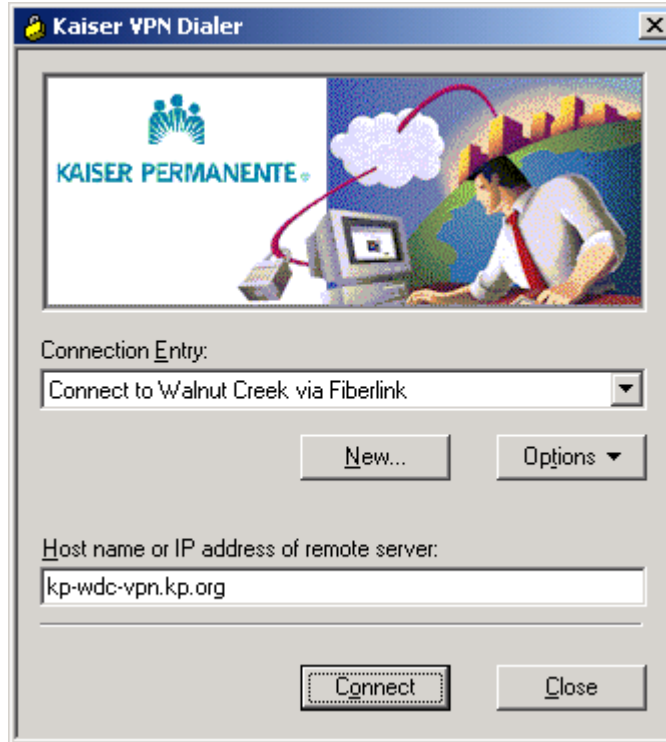


---

Selecting the "Save User name" option will save your user name in the User name field for the next time you use the software.

---

2. Click **Connect**. *Result:* The Kaiser VPN Dialer window appears.



3. With the Connection Entry option, select the closest connection to your home location.



---

This will be your default connection. Use this connection even when traveling outside your region.

---

4. Click **Connect**. *Result:* Two windows appear: the Connecting to kp-{location}-vpn.kp.org window and the User Authentication for Connect to Kaiser window.



5. In the User Authentication for Connect to Kaiser window, type your SecurID Remote Access User ID in the Username field.
6. In the Password field, type your token PIN and the current 6-digit number shown on the token.

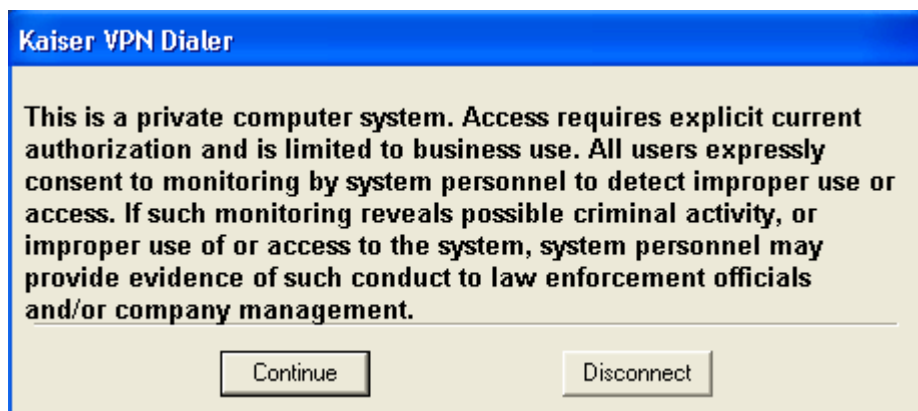


---

For more information about the PIN, see the SecurID Token quick card.

---


7. Click **OK**. *Result:* The Kaiser VPN Dialer window appears.

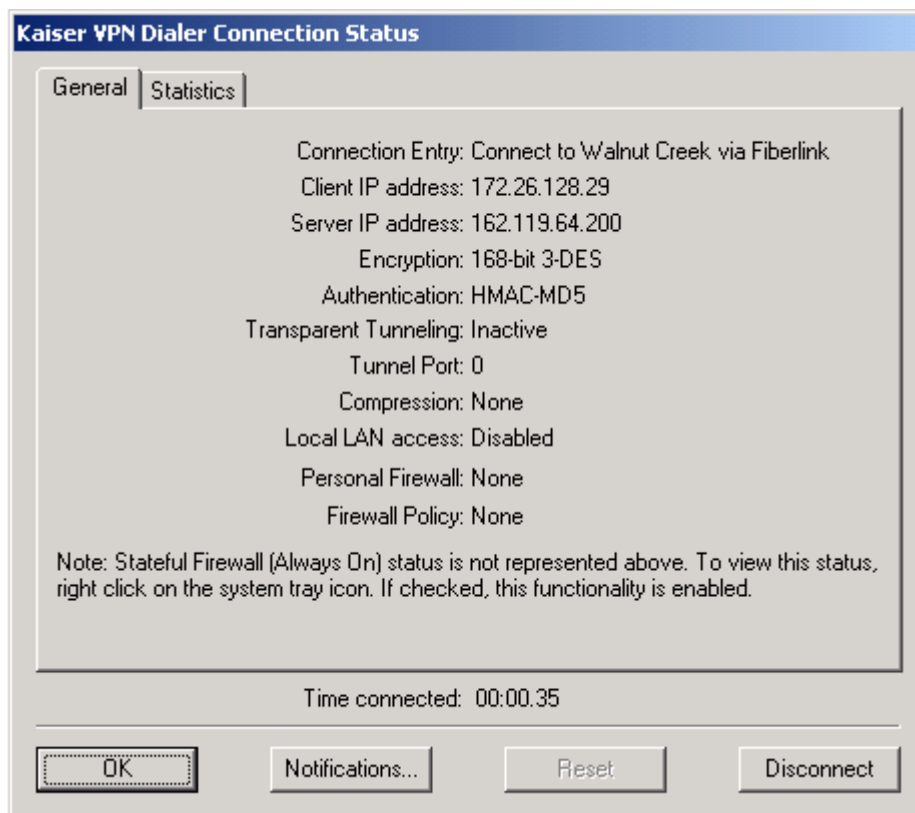



8. Click **Continue**. *Result:* You are connected to the Kaiser Permanente intranet.

# Disconnecting from the KP Intranet

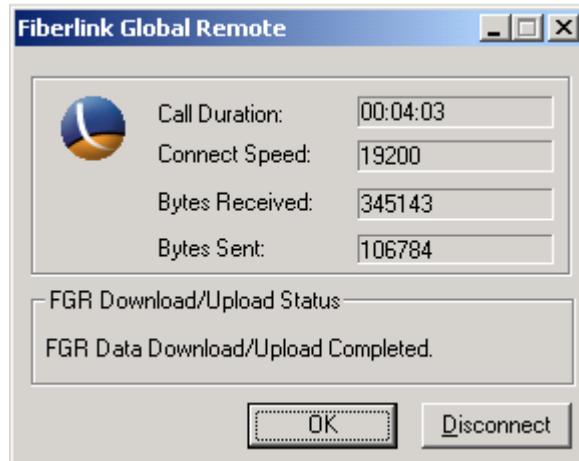
Use the following procedures to end your session on the KP intranet.

1. Double-click the  icon in the tray at the bottom right of your screen. *Result:* The Kaiser VPN Dialer Connection Status window appears.

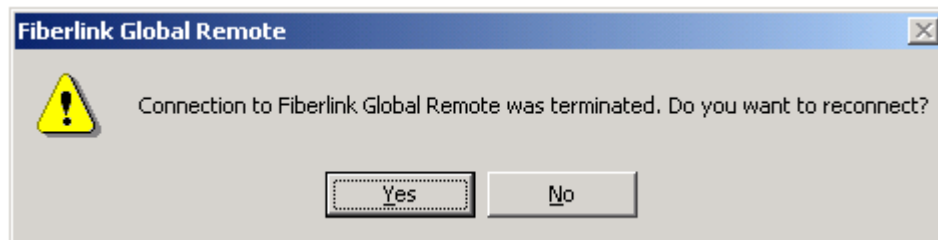


2. Click **Disconnect**. *Result:* The Kaiser VPN Dialer Connection Status window disappears.
3. Double-click the  icon in the tray at the bottom right of your screen. *Result:* The Fiberlink Global Remote window appears.





4. Click **Disconnect**. *Result:* The Fiberlink Global Remote message appears.



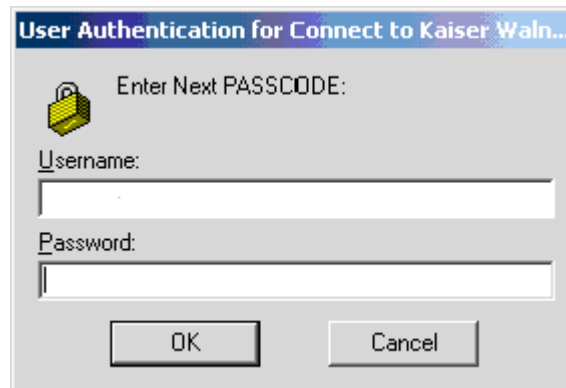
5. Click **No**. *Result:* The Fiberlink Global Remote message disappears and you are no longer connected to the KP intranet.

# PASSCODE Messages

## *Next PASSCODE Message*

The Next PASSCODE message appears when:

- the wrong PASSCODE is entered five times
- the SecurID token has not been used by the owner for a lengthy period of time
- the SecurID PASSCODE is entered twice



1. Wait for the six-digit number on the SecurID token to change.
2. Type your PIN and the new six-digit number on the SecurID token in the Password field.
3. Click **OK**. *Result:* The Kaiser VPN Dialer window appears.
4. Click **Continue**. *Result:* You are connected to the Kaiser Permanente intranet.

## *TOKENCODE Message*

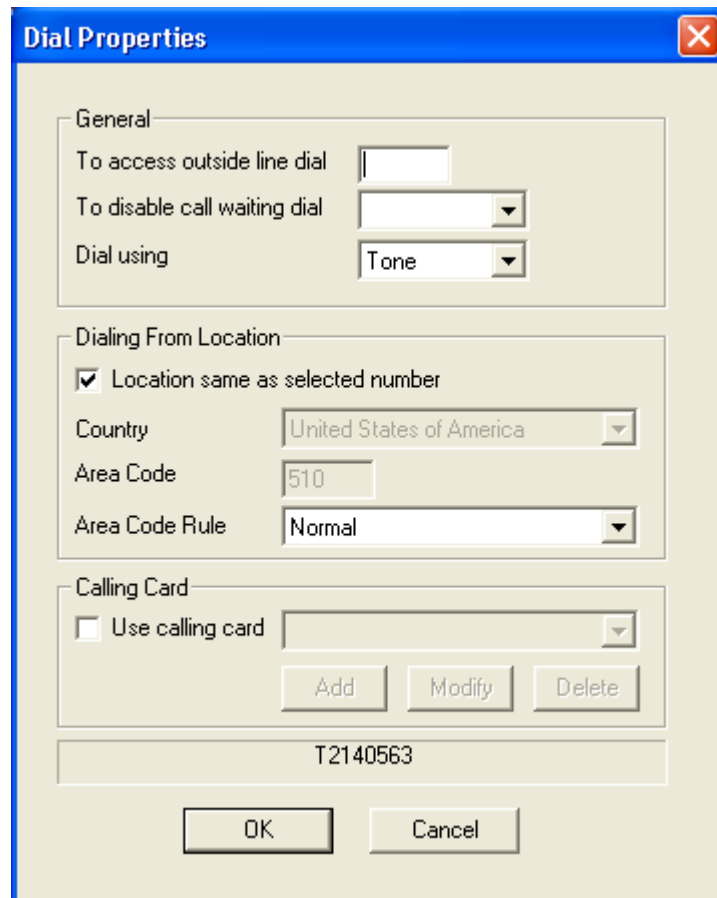
Like the Next PASSCODE message, the TOKENCODE message requires the following procedures.

1. Wait for the six-digit number on the SecurID token to change.
2. Type only the new six-digit number on the SecurID token in the Password field.
3. Click **OK**. *Result:* The Kaiser VPN Dialer window appears.
4. Click **Continue**. *Result:* You are connected to the Kaiser Permanente intranet.

# Changing Dial Properties

1. On the Fiberlink Global Remote window, select the following:
  - Edit
  - Dial Properties**or**
  - Click the icon.

*Result:* The Dial Properties window appears.



## *Accessing an Outside Line*

1. In the To access an outside line dial field, type the appropriate number.
2. Click **OK**. *Result:* The Fiberlink Global Remote window appears.

## Disabling Call Waiting

1. In the To disable call waiting dial option, select one option.
2. Click **OK**. *Result:* The Fiberlink Global Remote window appears.

## Bookmarking Telephone Numbers

1. On the Fiberlink Global Remote window, select the following:
  - Bookmarks
  - Add from phonebook ...

*Result:* The Add Numbers to Bookmark window appears.

**Add Numbers to Bookmark**

Location

By Country, State, City

Country: United States of America

State: Alabama

City:

By Area Code, Exchange Code

Area Code: Exchange:

Server Location: Default

Kaiser 33u Phone Book

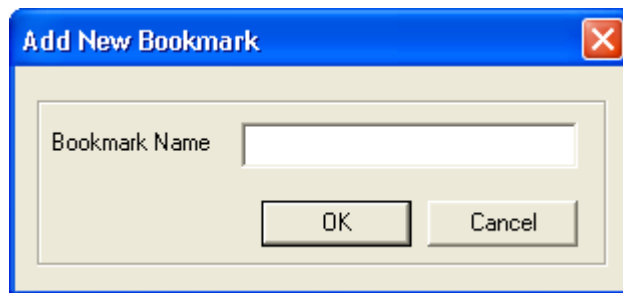
Numbers that support: Modem

City	Number	Speed	ID
Albertville	256 4554009	56600	(L)
Anniston	256 4054008	56600	(L)
Anniston	256 342 6009	56000	(Z)
Anniston	256 238 9380	128000	(Y)
Athens	256 2784014	56600	(L)
Athens	256 233 3081	128000	(Y)
Auburn	334 2464009	56600	(L)
Auburn	334 502 1353	128000	(Y)
Bay Minette	251 2024009	56600	(L)
Bay Minette	251 580 1800	128000	(Y)
Bessemer	205 2674008	56600	(L)

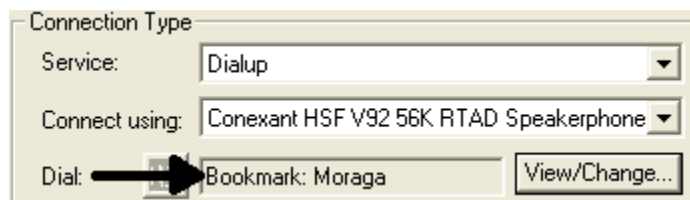
Please choose a phone number.

VPNterprise

2. Do one of the following:
    - Select the option By Area Code, Exchange Code
    - Type the following:
      - Area code in the Area Code field
      - Exchange prefix in the Exchange field
- or
- Click the option By Country, State, City
  - Select the following option:
    - Country
    - State
    - City
3. Select a telephone number in the Select Numbers to Add section.
  4. Click **OK**. *Result:* The Add New Bookmark window appears.





5. Type the name of the bookmark in the Bookmark Name field.
6. Click **OK**. *Result:* The Fiberlink Global Remote window appears with the bookmark displaying in the Dial field.

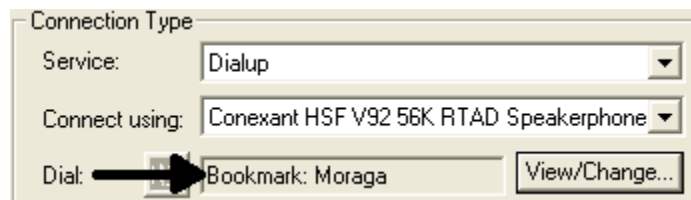


## Adding Bookmarks from the Phone Book

1. On the Fiberlink Global Remote window, click **View/Change**.  
*Result:* The Phone Book window appears.
2. Do one of the following:
  - Select the option By Area Code, Exchange Code
  - Type the following:
    - Area code in the Area Code field
    - Exchange prefix in the Exchange field

**or**

  - Click the option By Country, State, City
  - Select the following option:
    - Country
    - State
    - City
3. Select a telephone number in the Select Numbers to Add section.
4. Click **OK**. *Result:* The Fiberlink Global Remote window appears with the number displaying in the Dial field.
5. Click the  icon. *Result:* The Add Bookmark from Current Selection window appears.
6. Type the name of the bookmark in the Bookmark Name field.
7. Click **OK**. *Result:* The Fiberlink Global Remote window appears with the bookmark displaying in the Dial field and the  icon shaded.

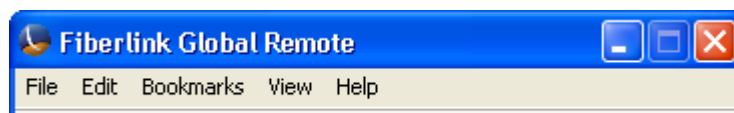




# 5

## Using the Online Help

This chapter is designed to aid you with using the online Help function available from the Fiberlink Global Remote menu.



The Help function offers extensive procedures for numerous problems which can occur. Users should use the online Help before calling the Corona National Help Desk. Help contains solutions for many common problems such as “No dial tone,” “Busy Signal,” etc. User can also learn about advanced features of the Fiberlink Global Remote software such as Bookmarking, Multiple Modem Support, Local Call Identification, etc.

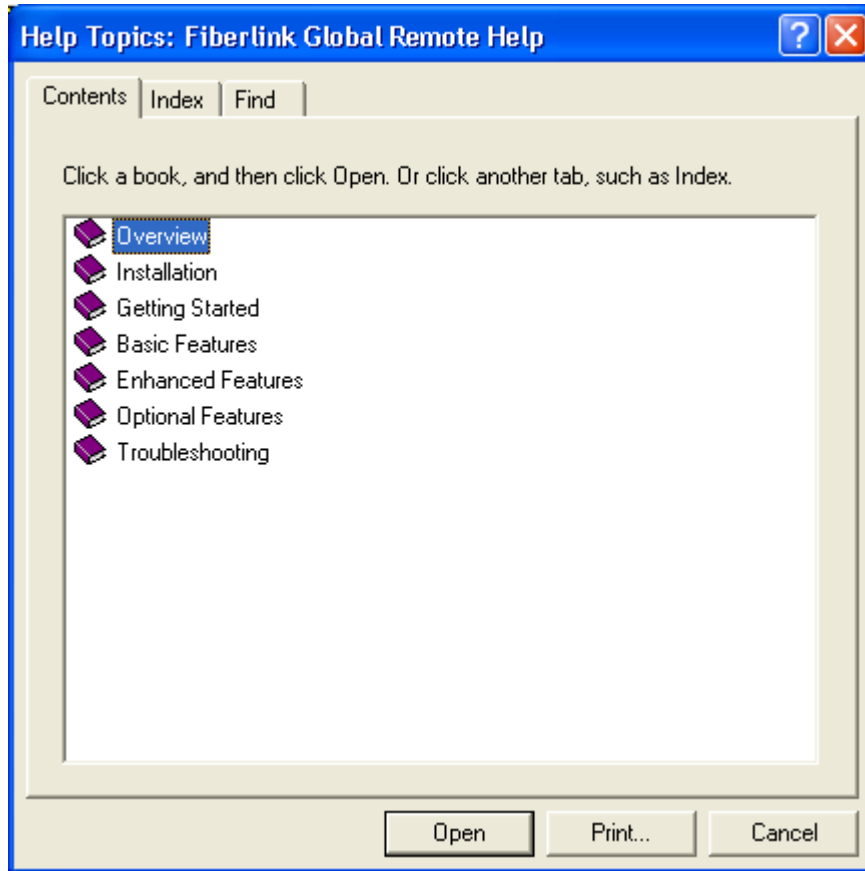
### Accessing Help From the Fiberlink Global Remote Menu

1. Click **Help**. *Result:* The Help menu appears.



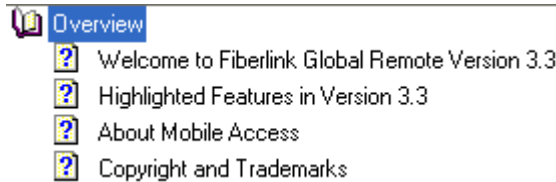
2. Click **Content**. *Result:* The Help Topics: Fiberlink Global Remote Help window appears.





## Using the Contents Tab

1. Double-click the book icon that sounds like it contains your topic. *Result:* The book opens to display specific information.



2. Double-click a topic. *Result:* The Fiberlink Global Remote Help window appears with details of the chosen topic.

## Using the Index Tab

1. Click the **Index** tab. *Result:* The Index menu appears.
2. Type a topic in the text box containing the cursor. *Result:* Index entries begin to appear in the topic box, matching what you typed.

3. Click on an entry, and then click **Display**. *Result:* The Fiberlink Global Remote Help window appears with details of the chosen topic.

## Accessing Help From the Windows Start Menu

1. Select the following:
  - Start
  - Programs
  - Fiberlink
  - Kaiser Remote Access Help

*Result:* The Help Topics: Fiberlink Global Remote Help window appears.
2. Refer to the “Using the Contents Tab” or “Using the Index Tab” sections above.

