



# **AT&T Global Network Client & Passport IP Installation & Set Up Guide**



**Palmetto GBA<sup>SM</sup>**  
*Partners in Excellence<sup>SM</sup>*  
**A CMS Contracted  
Intermediary and Carrier**

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## General Information

This is an example installation only using AT&T Global Network Client version 5.09.6 and Passport IP version 3, release 2, level A. You may be using a different version of the software product(s) but the core installation is basically the same. Depending on the version being installed, some windows may vary from those shown in this document. If you have any questions please call the Palmetto GBA Technology Support Center at 1-866-749-4301. Jurisdiction C Electronic Data Interchange (JCEDI) suppliers should call the JCEDI Technology Support Center toll-free at 1-888-613-9271.

The following instructions are designed for connection to AT&T Global Network Services (AGNS) via Passport TCPIP for access to FISS (Fiscal Intermediary Standard System).

**If you DO NOT know your existing IVANS account User ID and password, providers please call the Palmetto GBA Technology Support Center at 1-866-749-4301. JCEDI suppliers should call the JCEDI Technology Support Center toll-free at 1-888-613-9271.**

Note: This process is based on a modem connection and *does not* connect your computer to the Internet.

Before you can install the software, you must unzip the passport.zip file. To do this, first open a My Computer window to the folder into which you saved the downloaded file (passport.zip). Highlight the passport.zip file and right click. Choose "Extract Here." Two files (d5096.exe and pasydes.exe) will be unzipped into that same folder.

## AT&T Global Network Client Installation Instructions

1. Open the folder into which you unzipped the program files. Double click on the "d5096.exe" file to begin the installation.
2. The AT&T Global Network Client Welcome window will display (Figure 1). Leave the \* *FastPath* \* fields blank. Click "Next>."
3. The License Agreement will display. Please read the agreement and if you agree to the terms and conditions, click "I agree>." [If you do not agree to the terms and conditions, click "**C**ancel." The software will not be installed.]



Figure 1 – Welcome Window

- The Folder setup window will display (Figure 2). We recommend that you accept the default folder (C:\Program Files\AT&T Global Network Client) and click “**Next>**.”



Figure 2 – Folder Setup Window

- The Components window will display (Figure 3). Ensure that the “AT&T Global Network Client (required)” option is checked and then click “**Next>**.”

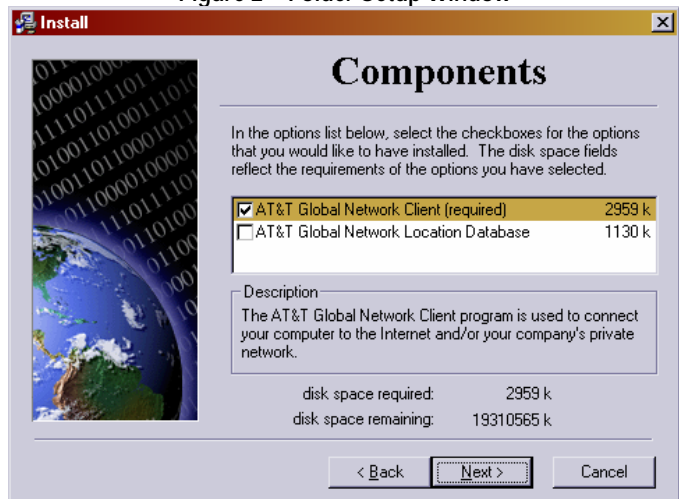


Figure 3 – Components Setup Window

- The Icons window will display (Figure 4). Ensure that both the “Create an icon on desktop” option and the “Create an icon on the Start menu” are checked. Click “**Next>**.”



Figure 4 – Icons Setup Window

7. The Start window will display (Figure 5). Click “**Install>**.”

8. The Installing progress bar (Figure 6) will display during the installation process.

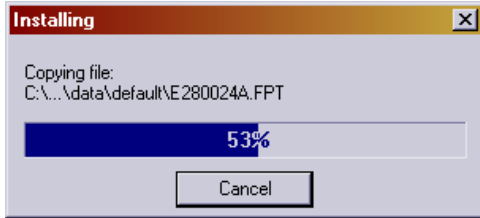


Figure 6 – Installing Progress Bar

9. When the installation process is complete, the Finished window will display (Figure 7).

- a. Click “**Yes, continue setup**” to launch the AT&T Global Network Client to complete the setup steps required for your initial connection (proceed to step 10).
- b. Click “**No, connect later**” to exit the installation. To setup and use the AT&T Global Network Client later, double-click on the shortcut icon located on your desktop or select it from the Windows Start Menu. Proceed to the “Passport for AT&T Access Installation Instructions” section of this manual.



Figure 5 – Start Window



Figure 7 – Finished Window

10. When you begin the setup and connection process, the Welcome window will display (Figure 8). Click “**Next>**.”

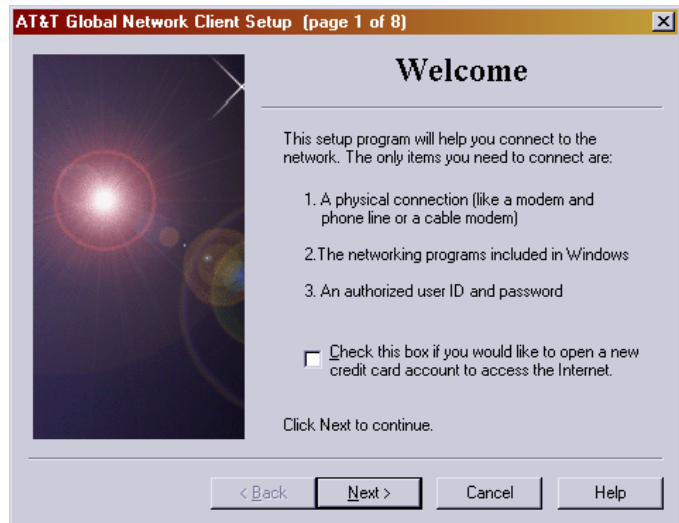


Figure 8 – Welcome Window

- The User ID login window will display (Figure 9). Click on “**Advanced Login Properties...**”

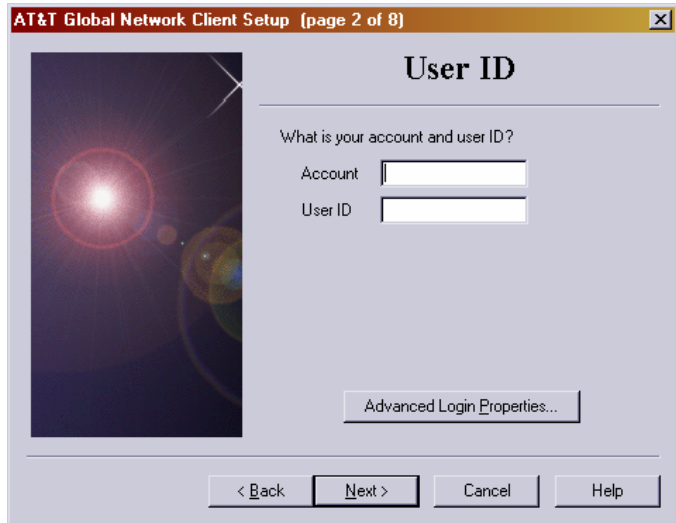


Figure 9 – User ID Login Window

- From the Network window that displays (Figure 10), select “**My company’s intranet.**” From the drop-down box, select “**Standard SecureIP.**”

Once you have confirmed your choices, click “**Next>.**”

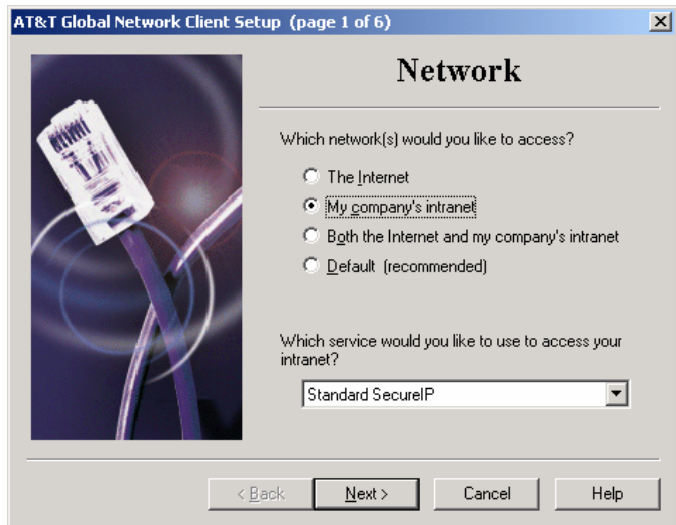


Figure 10 – Network Window

- The Protocol window will display (Figure 11). Ensure that “TCP/IP (for web, e-mail, and other programs)” is checked. Click “**Next>.**”

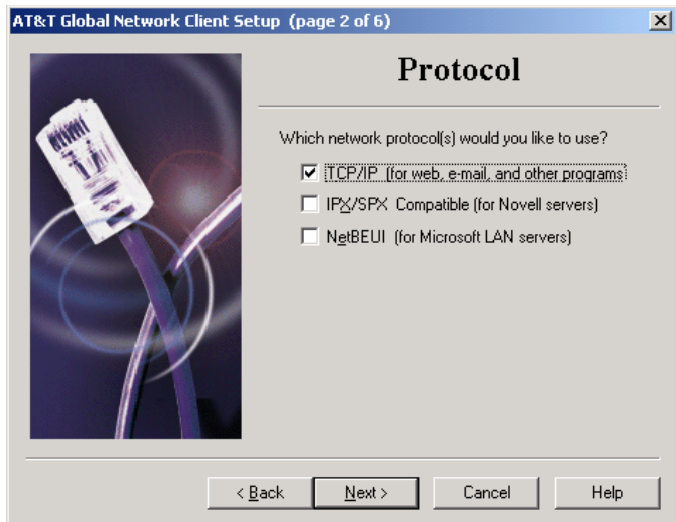


Figure 11 – Protocol Window



14. The Logon to LAN window will display (Figure 12). Ensure that “No” is selected and click “**Next>**.”

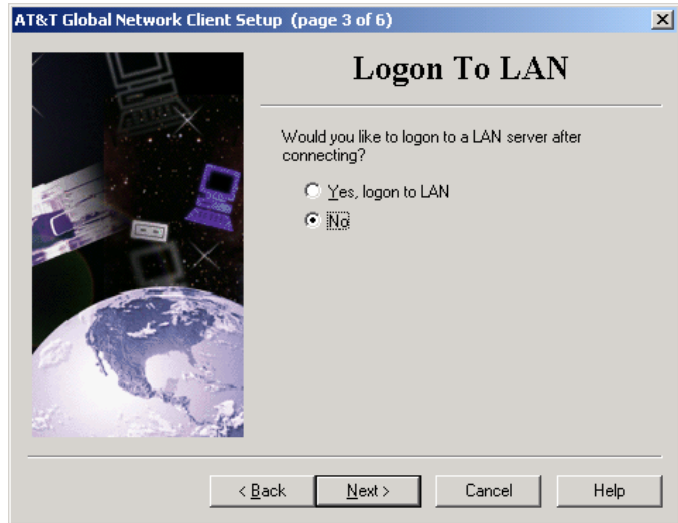


Figure 12 – Logon to LAN

15. On the following two windows, the DNS window (Figure 13) and the WINS window (Figure 14), ensure that “Use default network settings” is selected and then click “**Next>**.”

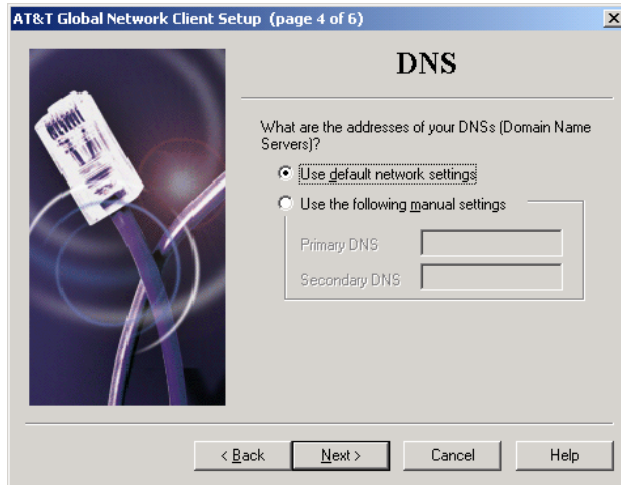


Figure 13 – DNS Window

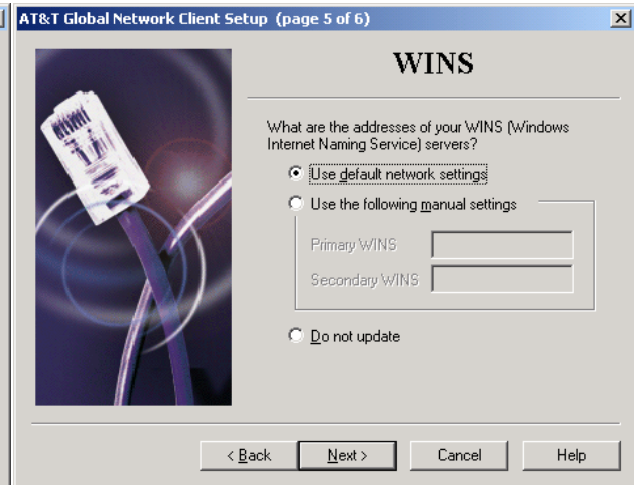


Figure 14 – WINS Window

16. On the displayed Domain Suffix window (Figure 15), also ensure that “Use default network settings” is selected and then click “**Finish**.”

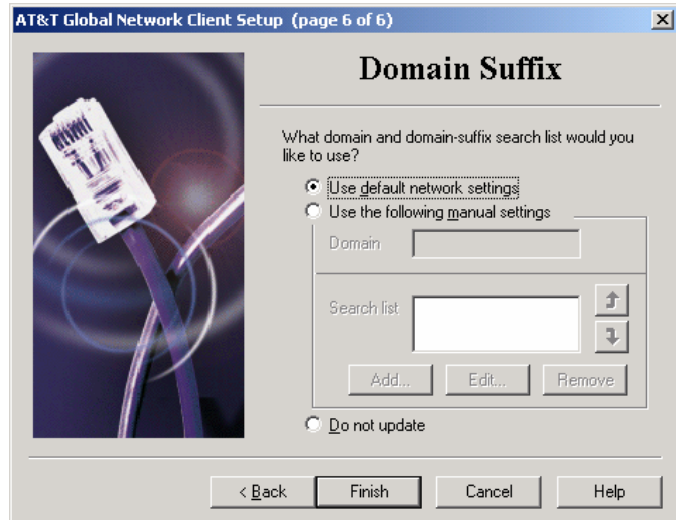


Figure 15 – Domain Suffix Window

17. The User ID window redisplay (see Figure 9). Ensure your User ID is correct and then click “**Next>**.”

18. The Network Connection window displays (Figure 16). Ensure that “Dial using my computer’s modem” is checked. All IP routing services require the use of your computer’s modem for network access. Click “**Next>**.”
19. From the displayed Modem selection window (Figure 17), choose the proper modem for your individual system. The default modem will be displayed and is usually the correct choice. Click “**Next>**.”

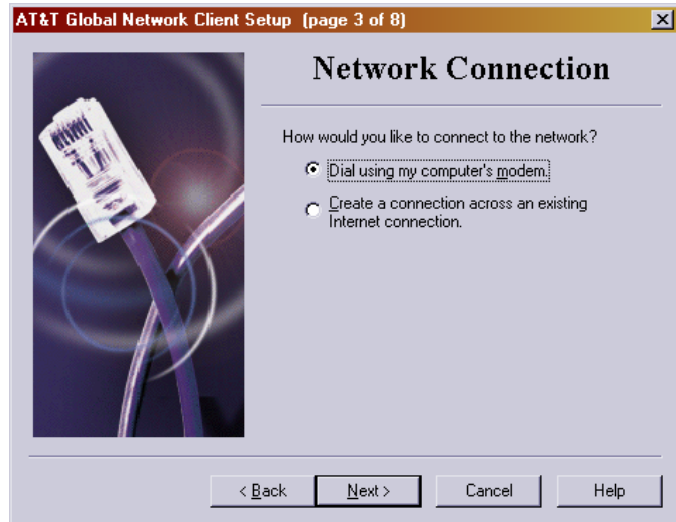


Figure 16 – Network Connection Window

20. On the Location identification window (Figure 18), enter your area code.  
 If a dial prefix is required (e.g., you must dial “9” to get an outside line), use the dropdown box to choose the correct number. If the prefix required by your system is not listed, you can type the required prefix into the “Dial prefix” field.  
 Click “**Next>**.”

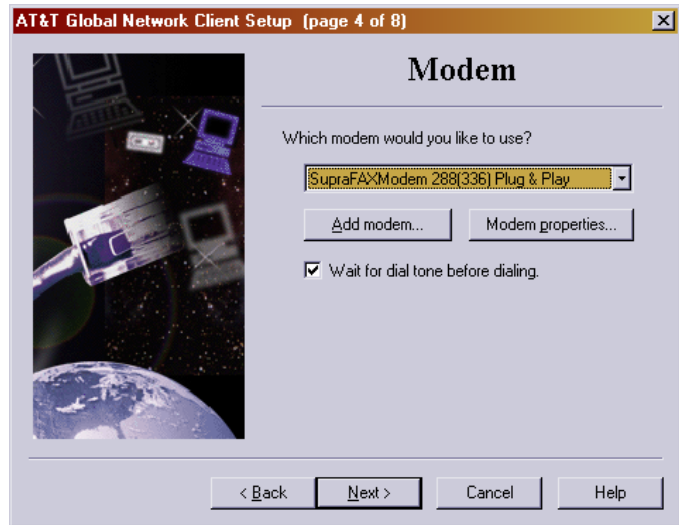


Figure 17 – Modem Selection Window

21. The Network Access Number selection window (Figure 19) will display.

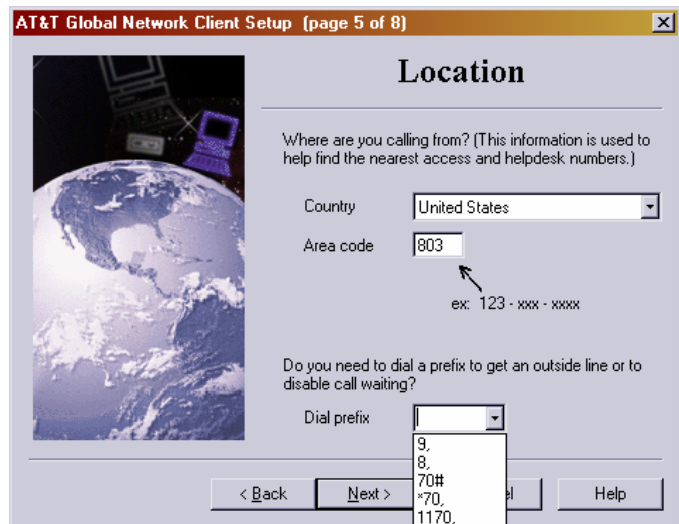


Figure 18 – Location Identification Window

- a. Choose your state from the dropdown box on the right side of the window.
- b. Then, from the displayed list of cities, highlight your city.
- c. Click “**Next>**.”

**Please Note:** If a suitable number is not listed, call 1-800-727-2222 (toll-free) and select prompts 1, 4, 1. Enter your area code and three-digit prefix. This service will provide you with the “lowest-cost” option for your area.

**You or your company are solely responsible for any long-distance, additional charges, “800” service, or additional line charges.**

Once you have chosen the City / Number, the “Number to dial” field will display the telephone number in the exact manner in which the system will dial. If the displayed number is not formatted correctly for your area and system, click the down arrow to the right of the number, and select the correct format.

Click “**Next>**.”

- 22. The Auto Launch window will display (Figure 20). Ensure that “No, do not auto-launch this program” is selected and then click “**Next>**.”

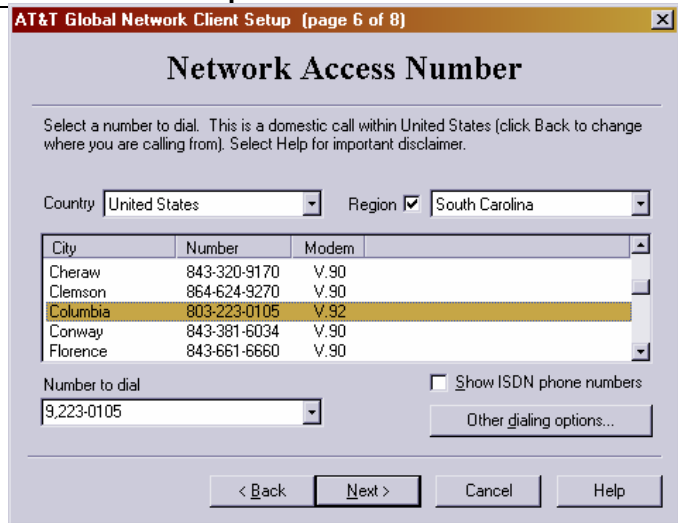


Figure 19 – Network Access Number Selection Window

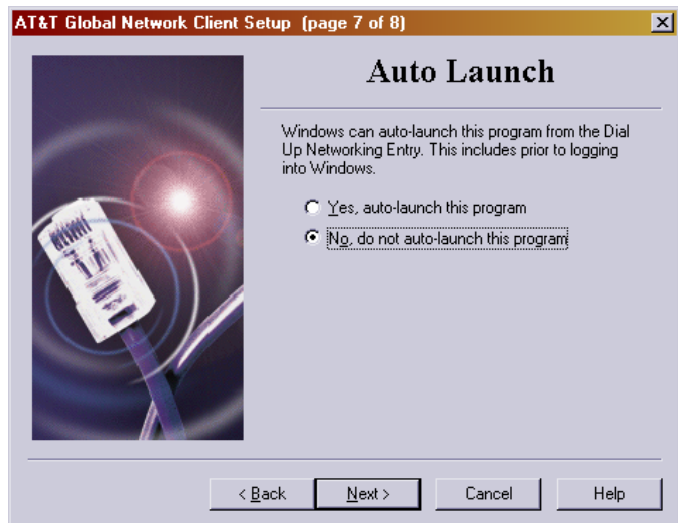


Figure 20 – Auto Launch Window

23. The Setup Complete window will display (Figure 21). Ensure that “No, do not start this program automatically” is selected and then click “**Finish.**”

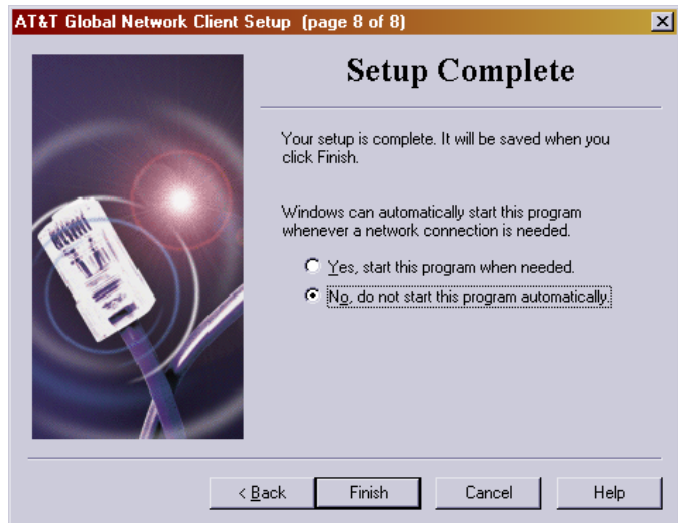


Figure 21 – Setup Complete Window

24. The AT&T Network Client will open (Figure 22) and is ready for your password. Verify your Login Profile, enter your initial password, and then click “**Connect.**”
25. The first time you connect, the Download Progress window (Figure 23) will display. It is advised that you accept (do not click “Cancel”) this download of updated phone numbers.



Figure 22 – AT&T Global Network Client Main Connection Window

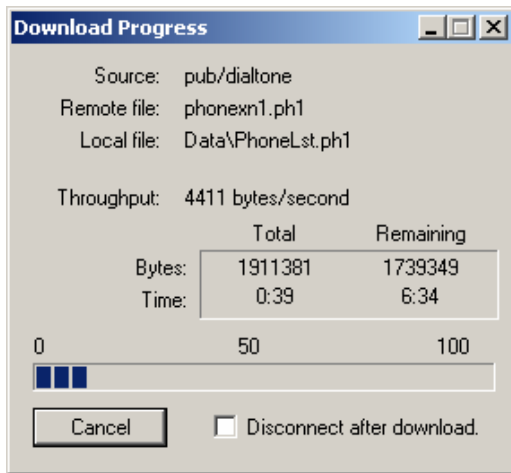


Figure 23 – Download Progress Window

26. Once you are connected, the AT&T Global Network Client connection status window will display (Figure 24).

**Important Note:** You may minimize this window, but **do not close it.**

At the bottom of the status window, the speed at which you are currently connected (“Connected at 31200 bps.”) is displayed in bits per second

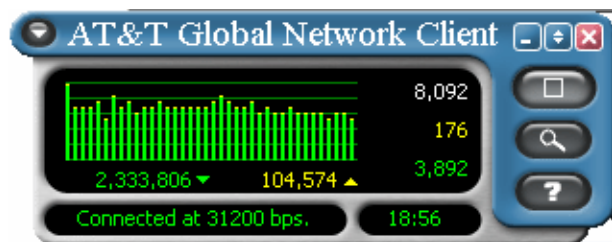


Figure 24 – AT&T Global Network Client Connection Status Window

(bps). To the right of the connection speed, the total time connected is displayed in hours, minutes, and seconds (“18.56”). In the area above the connection speed, the total bytes received is displayed in green with a down arrow indicating data direction, and the total bytes sent is displayed in yellow with an up arrow indicating data direction. Above the count of total bytes received and sent is a histogram displaying recent network activity. To the right of the histogram, the peak throughput in bytes per second is displayed in white. The bytes sent in the last second are displayed in yellow and the bytes received in the last second are displayed in green. You can move your mouse pointer over the different fields and buttons to see a pop-up description.

- a. To end your connection, click the gray “□” button.
  - b. To view your connection status, click the gray “magnifying glass” button.
27. To change/update phone numbers without having to go through the Setup option of AT&T Global Network Client, select the “Traveling user” box. This will cause the bottom portion of the window to expand (Figure 25). From this expanded section, you can change:

- a. Country
- b. State – From the dropdown box next to State, select “**Nationwide.**”
- c. Access Number/City – From the dropdown box next to Access Number/City, select “**800-590-4857 Nationwide Toll.**” (Note: This is **only** for a connection to update the phone list.)
- d. Access Number

**Note:** The Country, State and Access Number/City fields must contain valid information. The Access Number field (the field on the bottom) can be altered to any format that will allow you to connect. You may need to select a working, long-distance number this time only to connect and update the phone list. Once connected, immediately update the phone list. After the phone list has been updated, click on setup and go through the steps to alter the local access number to a location that better suits your needs.

The Phone Number Selection Window is displayed when you click the “Advanced phone selection...” button. You will find all the information you selected during the setup of this profile in this one window. This is a good way to review your settings and make any necessary changes.

28. Once you connect, the phone list will immediately update and the Download Progress window (see Figure 23) will display. After the download is complete:
- a. Close the AT&T Global Network Client.
  - b. Then reopen the AT&T Global Network Client and click on “Setup.”
  - c. Follow steps to the Network Access Number window.
  - d. Change the phone number to a suitable number.

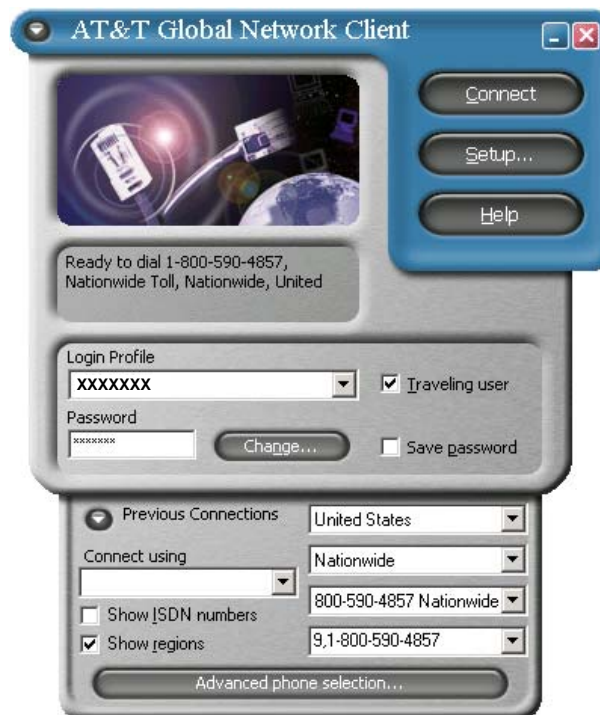


Figure 25 – AT&T Global Network Client Traveling User Options

## Passport for AT&T Installation Instructions

1. Open the folder into which you unzipped the program files. Double click on the “pasydes.exe” file to begin the installation.
2. The AT&T Passport - Export Restriction window will display (Figure 26). If you are located in the United States or Canada, click “OK.”
3. The AT&T Passport - Install Directory window will display (Figure 27). The recommended directory, C:\Program Files\PAS, will already be displayed. Click “OK.”



Figure 26 – AT&T Passport - Export Restriction Window

Note: If you are installing over an existing directory, you will see a message such as “The directory C:\Program Files\PAS already exists, would you like to install into that directory anyway?” Click “Yes.”

4. The License Information window will display.
  - a. If you agree to the terms and conditions, click “OK.” Installation of the software will begin.
  - b. If you do not agree to the terms, click “Cancel.” The software will not be installed.

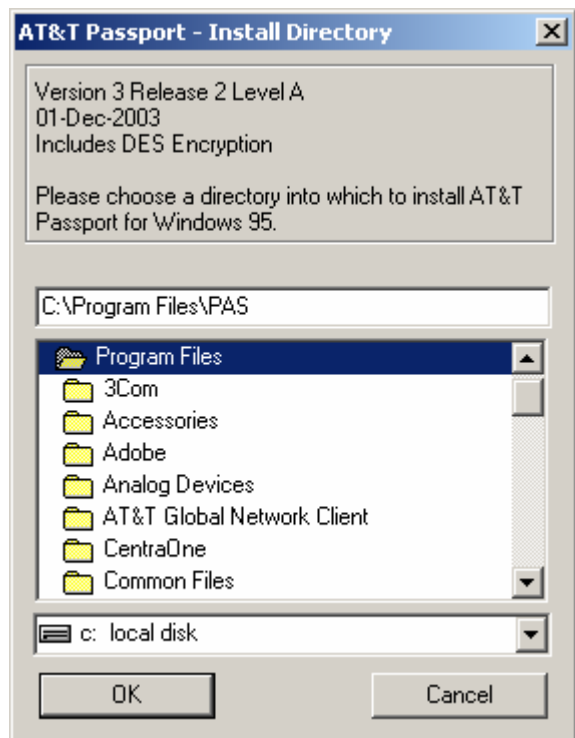


Figure 27 – AT&T Passport - Install Directory Window

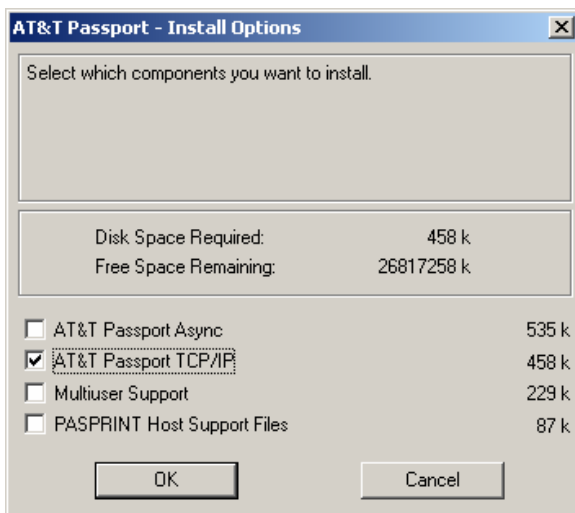


Figure 28 – AT&T Passport - Install Options Window

5. The AT&T Passport - Install Options window will display (Figure 28). *Uncheck* “AT&T Passport Async,” *check* “AT&T Passport TCP/IP,” and click “OK.”

6. The 32-Bit HLLAPI Support window (Figure 29) may display. If this window displays, click “Yes.”
7. On the AT&T Passport - Install Group window (Figure 30), select “AT&T Passport.” Click “OK.” The program will begin installing, during which time you will see the Installing progress window.

Note: When the installation is complete, you will not receive a confirmation message.

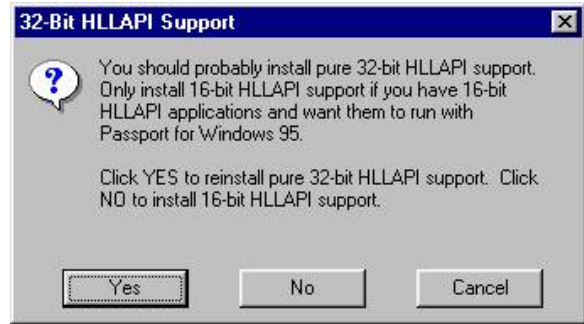


Figure 29 – 32-Bit HLLAPI Support Window

8. After the installation is finished, create a shortcut icon on your desktop:
  - a. Close or minimize any open programs so that you can see your desktop.
  - b. Click the “**Start**” button on the task bar at the bottom left of your screen.
  - c. Highlight “Programs,” then “AT&T Passport for Windows,” and then “Passport IP.” Left-click and drag it to your desktop.

## Starting and Setting Up AT&T Passport

1. Double-click on the Passport IP shortcut icon on your desktop. When the About Passport window (Figure 31) displays, click “OK.”

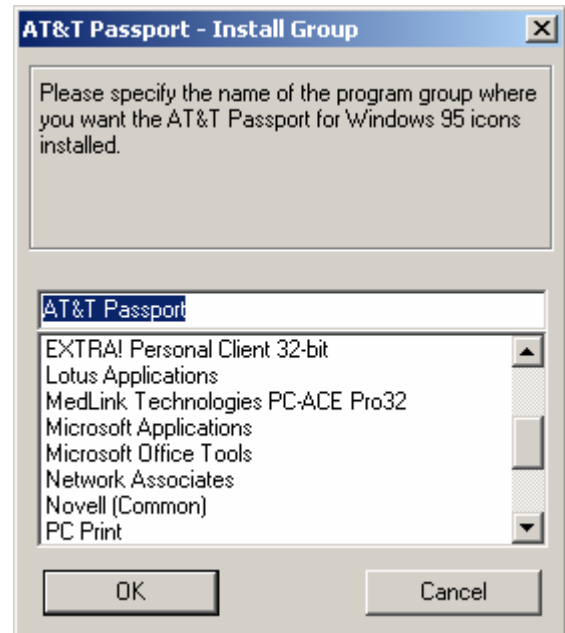


Figure 30 – AT&T Passport - Install Group Window



Figure 31 – About Passport Window

2. The Connection Setup window will display (Figure 32).
  - a. Click on the Primary Server dropdown box and select any server (IP address) in the **204.xxx.xxx.xxx** range. **Note: The first three digits must be “204.”**
  - b. Select a Backup Server dropdown box and select any server (IP address) from a different state in the **204.xxx.xxx.xxx** range. **Note: The first three digits must be “204.”** Click “OK.”

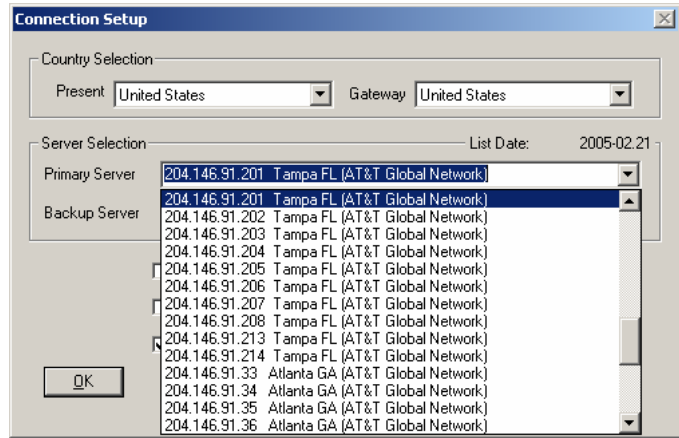


Figure 32 – Connection Setup Window

3. The Passport - A communication window will open (Figure 33). Choose Setup from the main menu and then “Session Setup...”

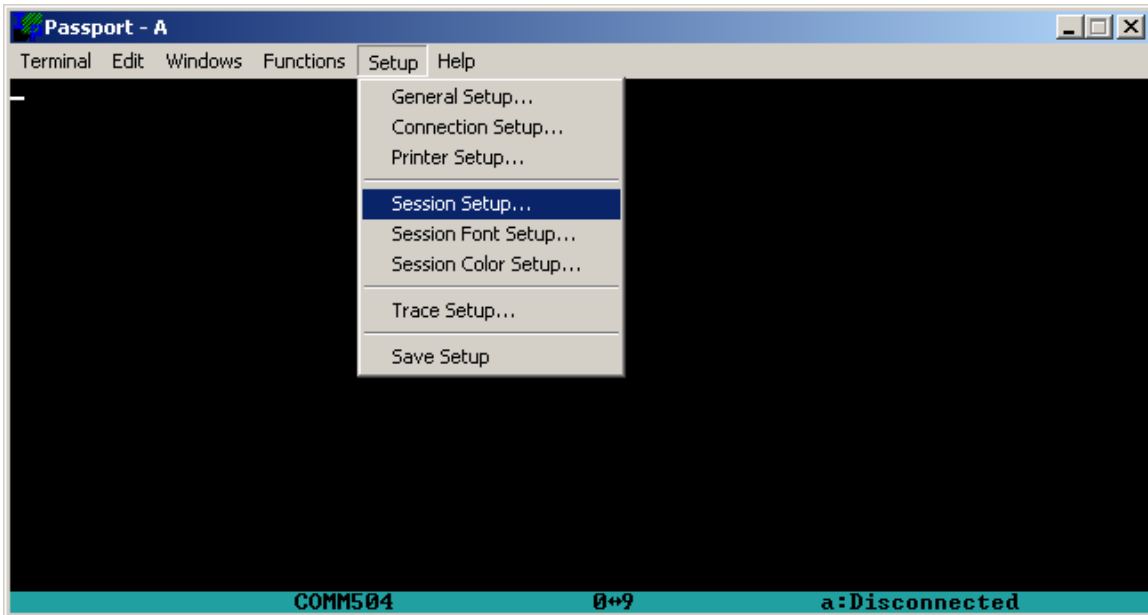


Figure 33 – Passport - A Communication Window



4. In the Session Setup - A window (Figure 34), enter and select the following information and then click “**OK**.”
  - a. In the Account field, enter your account number.
  - b. In the Userid field, enter your User ID.
  - c. Enter your password in the Password field.
  - d. From the list of options to the right, check “Logon When Activated.”

Note: This login information is the same as the AT&T Global Network Client login profile.

5. You will be asked to confirm your password. Enter it and then click “**OK**.”
6. Next, save your setup. From the Passport - A communication window (see Figure 33), choose Setup from the main menu and then choose “Save Setup.” You will receive a setup confirmation (Figure 35). Click “**OK**.”
7. Passport IP is now configured and ready to open a connection.

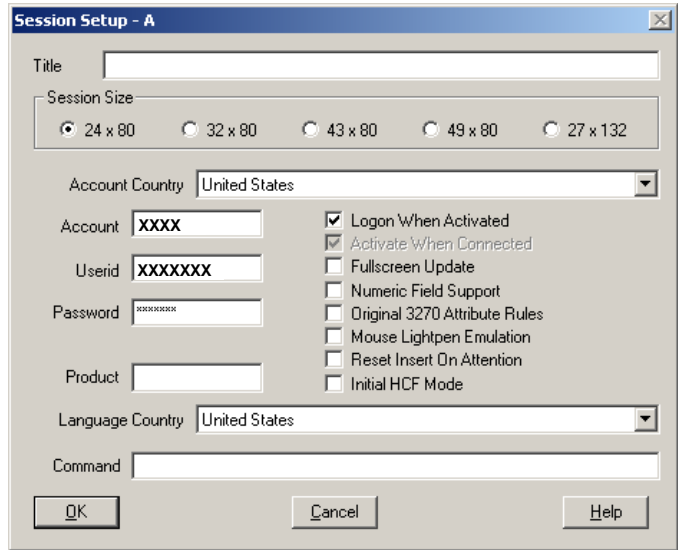


Figure 34 – Session Setup - A Window

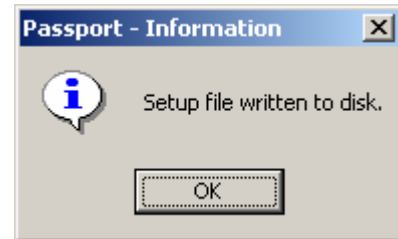


Figure 35 – Passport Information Window

## Opening a Connection

1. From the Passport - A communication window (Figure 33), choose Terminal from the main menu and then “Connect.”

Note: If you receive a “10060” error message when connecting with Passport IP, it can be due to one or multiple causes. Try the following to correct the problem:

- a. Select another IP address (server) in Connection Setup.
  - b. AT&T Global Network Client may not be installed or configured correctly. Uninstall and reinstall the software. When uninstalling AT&T Global Network Client from Add/Remove Programs in Control Panel, be sure to place a checkbox in the “Completely remove user settings” checkbox.
  - c. Make sure you are connecting with the correct profile in AT&T Global Network Client. You must use the profile that was created to work with Passport IP. Profiles for Medicaid, OASIS, etc... will not work.
  - d. You may have a software firewall enabled. You must disable the firewall on the PPP Adaptor or install a rule to allow the AT&T software to work. If Windows XP, Service Pack 2 is installed, it is highly likely that a firewall is enabled. Examples of software firewalls include Windows Firewall, Black Ice, Zone Alarm, Norton Personal Firewall, and McAfee firewall.
2. While your computer is making a connection, you will see a connection status (Figure 36) on the screen. If a “load balancing” message displays, be patient while the system attempts to connect to a different server.

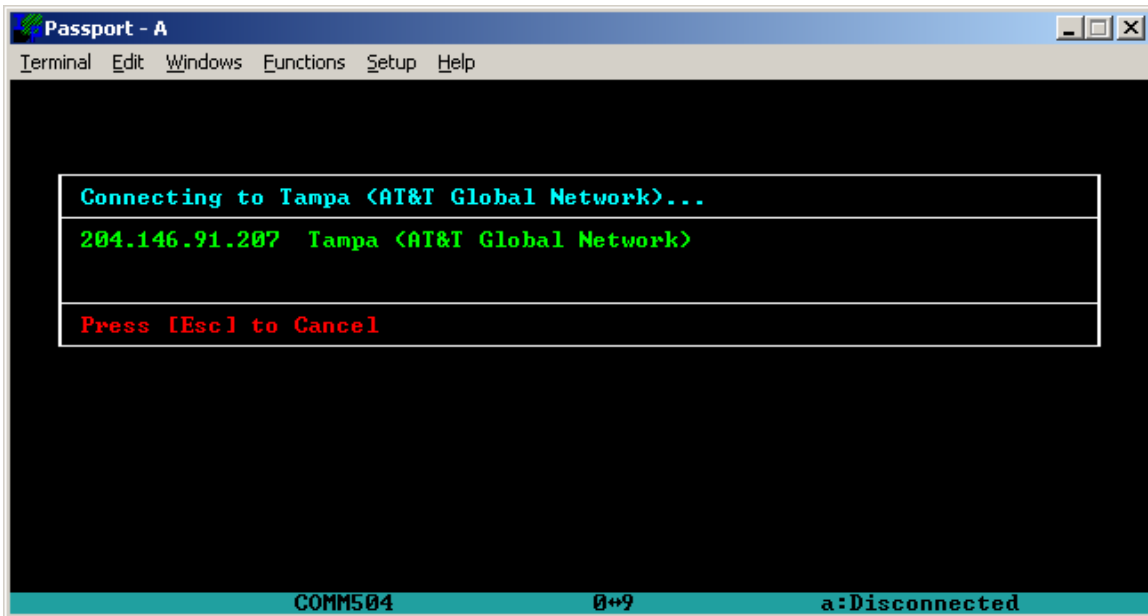


Figure 36 – Connection Status Message

If the connection process stops at the main AT&T screen shown in Figure 37, there may have been an incorrect entry made in the Setup or Session Setup that will need to be adjusted before a connection can be made.

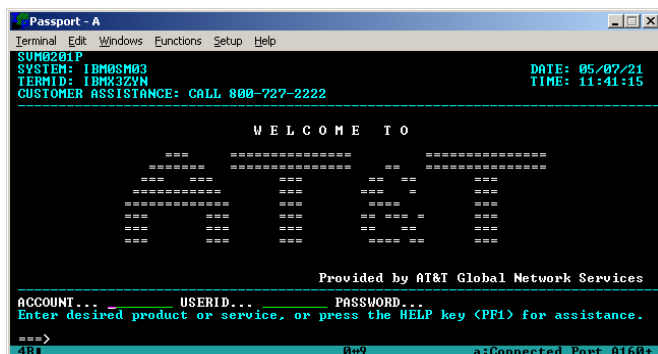


Figure 37 – AT&T Welcome Screen

3. A successful connection to the AGNS network (AT&T Global Network Services) will result in a screen similar to that shown in Figure 38. At the cursor (===>) in the lower right corner of the screen, enter the number adjacent to the menu item for your product (DMERC - A70CICD, Part SC - GPNETEX, Part A SC - CARESC, Part A NC - CICSMANC) and then press ENTER to continue.

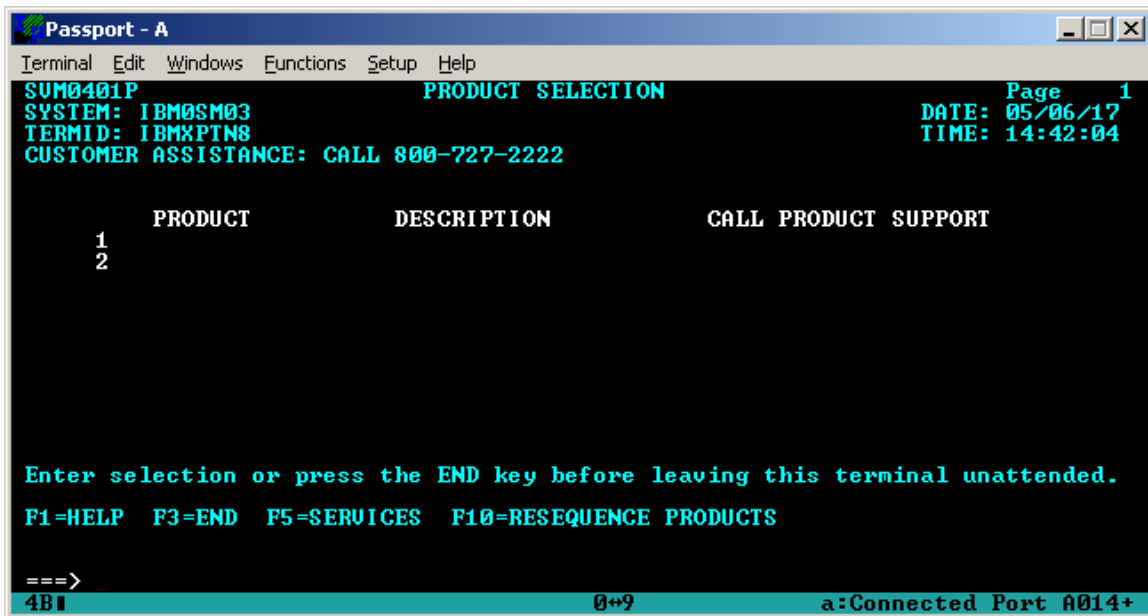


Figure 38 – AGNS Network Product Selection Screen

4. After you are finished with your session, you need to end your connection with the AGNS network. Choose Terminal from the main menu and then select “Disconnect.” The system will ask you to confirm your disconnection request. Click “Yes” to disconnect.
5. You must also disconnect the AT&T Global Network Client (Figure 39), otherwise you will continue to accrue charges. There are three ways to disconnect client:
  - a. Click the gray “□” button on the right side of the client.
  - b. Click the red ☒ in the top right corner.
  - c. Click on the Menu key (the down arrow) in the top left corner and select “Disconnect.”
6. The system will ask you to confirm your disconnection request. Click “Yes” to disconnect.

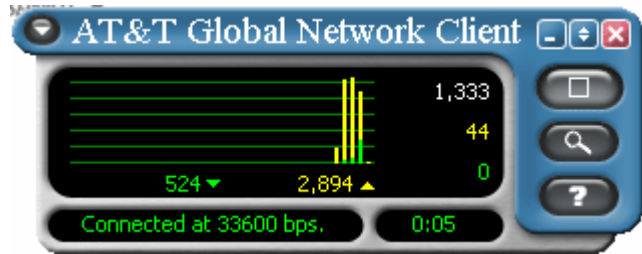


Figure 39 – AT&T Global Network Client

## Creating and Configuring a New Network Password

If your IVANS Password is revoked, please call the Technology Support Center toll-free at 1-866-749-4301. JCEDI suppliers should call the JCEDI Technology Support Center toll-free at 1-888-613-9271. After your password has been reset , you must complete the following steps.

1. Open the AT&T Global Network Client by double-clicking on the shortcut icon located on your desktop.
2. When the AT&T Global Network Client opens, enter the temporary password given by the Technology Support Center and then click “Connect.”

3. You will immediately be prompted to create a new network password (Figure 40). Enter your new password in the “New password” field and in the “Confirm new password” field.

Note: When creating a new network password please follow these IVANS password requirements:

- a. It must be 6 to 8 characters in length.
- b. It must contain at least 1 non-alphabetic character.
- c. The first and last characters must be non-numeric.
- d. It must not be the same as your 5 previous passwords.
- e. It must not contain 4 consecutive characters of old passwords.
- f. It must not contain 3 identical adjacent characters.
- g. It must not contain your User ID.

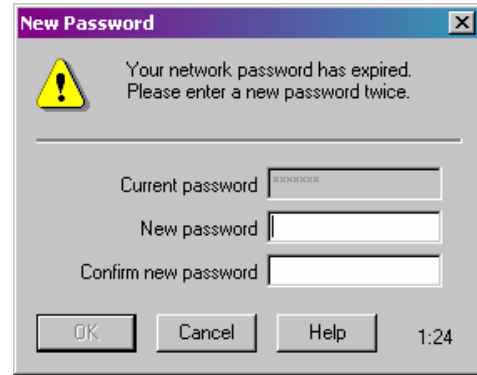


Figure 40 – New Password Dialog Box

4. You will receive your authentication and be connected to the network.

**Important Note:** The new IVANS Account password needs to be configured in the Passport IP software. Continue with the next steps for configuring Passport IP with the new network password.

5. Open Passport IP by double-clicking on the Passport IP shortcut icon on your desktop.
6. With the Passport - A screen open, choose Setup from the main menu and then “Session Setup...”
7. In the Password field, type the new network password that you created in Step 3 and click “OK.”
8. Reconfirm the new password and click “OK.”
9. Choose Setup again from the main menu and then “Save Setup.” On the Passport - Information window, click “OK” to save the information.
10. The new password configuration is now complete. You may either access the system by choosing Terminal from the main menu and then “Connect” or close out of both Passport IP and the AT&T Global Network Client.
11. The next time you click on the AT&T Global Network Client you will enter the new network password that you created. Then, you may click on the “**Save password**” box to save your password for your Login Profile.

**Special note regarding saving the password:** There are advantages and disadvantages to saving your password. Saving the password will prevent mistakes in incorrectly typing the password and potentially having it revoked. However, keep in mind that this option poses a security risk in that anyone with access to the PC will be able to make a connection.