

A Deliverable to the
U.S. Immigration & Naturalization Service



Operations and Administration Guide

Examination Systems Operations and Administration Guide for CLAIMS 4

Project No. 7G08066SER1 (G418): CLAIMS and Re-Engineering
CLAIMS 4 Support

Subtask No. 4: CLAIMS 4—Expansion to Service Centers and Primary
District Offices

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1. INTRODUCTION

The Computer-Linked Application Information Management System Version 4 (CLAIMS 4) was developed by the Immigration and Naturalization Service (INS) to assist in the processing of applications related to naturalization or attaining U.S. citizenship. The purpose of CLAIMS 4 is to use computer technology more efficiently.

This document describes the CLAIMS 4 system operation and administration procedures. This document is titled, Examinations Systems and Operations Guide, to allow expansion and inclusion of other operating systems in future updates.

1.1 Purpose

This guide's purpose is to provide documented instructions for implementation of the CLAIMS 4 system.

1.2 Project References

The following documents are the key project references and deliverables that have been produced prior to this point in the project development:

- Naturalization Subsystem Hardware Software Configuration Estimate, April 23, 1996 (NCY00.30001-00.D*0)
- NACS Phase 1 System Design Document, July 25, 1995 (CMY00.20000-00.F*0)
- Systems Development Life Cycle Version 3.0, March 31, 1998 (CFY00.90024-00.F*0)

1.3 Glossary

Appendix A, Glossary, list of acronyms used in this document.

2. SYSTEM OVERVIEW

The CLAIMS 4 system was designed to provide an enterprise application architecture for all INS benefits processing. This design has been initially implemented for the naturalization benefit; however, over the next two to three years, the remaining INS benefits will be migrated to this application architecture.

The CLAIMS 4 centralized database will offer the INS a means of tracking immigrant status from initial immigrant status through work authorization, legal permanent residence, and citizenship. This national database of immigrant benefit information will also provide a case data repository, thus offering information to help manage benefit functions.

This system offers automated support for a variety of tasks associated with processing and adjudicating immigration benefits. These tasks include inputting application information, automated scheduling of examinations and adjudication, scheduling of oath ceremonies, generating numerous notices through work flow; and enforcing standardized processes for each application type. To optimize the benefit adjudication quality, this system supports interfaces with internal and external entities, including interfaces to the Central Index System (CIS), the Receipt and Alien-File Accountability and Control System (RAFACS), and the Federal Bureau of Investigation (FBI).

2.1 System Description

CLAIMS 4 supports the following benefit functions:

- Mailroom
- Data Entry
- Finance
- Adjudication
- Scheduling
- Certificate Generation
- Notices
- Reporting
- External Interfaces

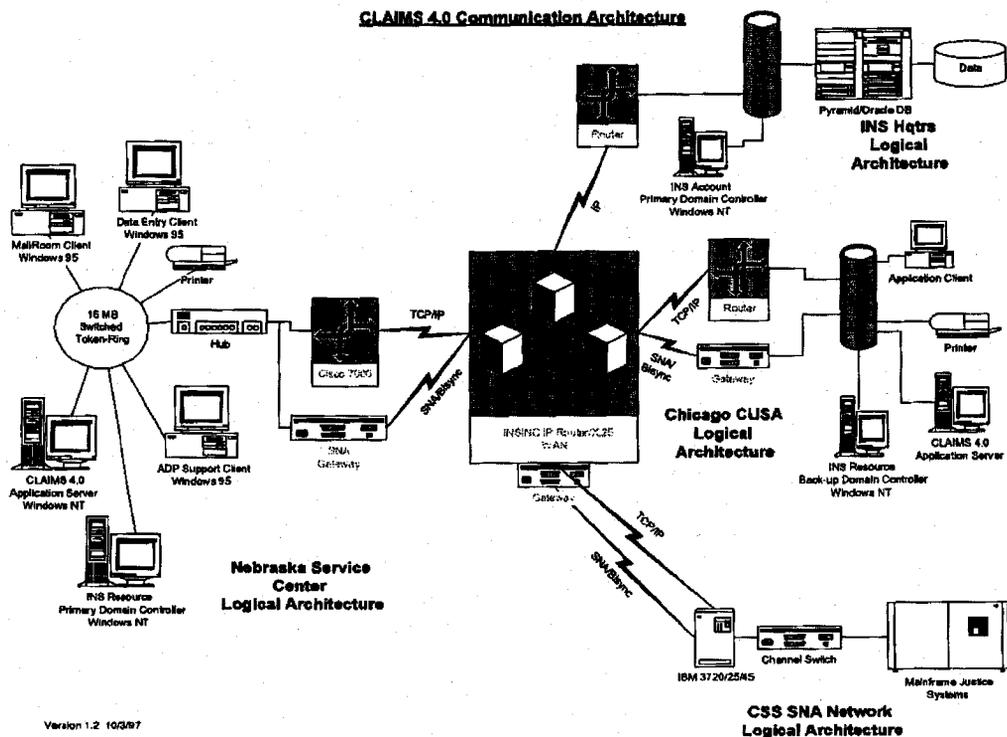
Additionally, this system provides a system maintenance function as an interface to the CLAIMS 4 control tables. This system also provides a work flow function as an automated method of enforcing a standard process for all benefit processing. The following sections describe the CLAIMS 4 architecture including the major system components essential to system administration.

2.2 System Organization

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Exhibit 2-1, CLAIMS 4 Communication Architecture, depicts major system components for each architecture. CLAIMS 4 uses a suite of protocols, Transport Control Protocol/Internet Protocol (TCP/IP), to communicate across the wide area network (WAN) to access the remote database located at INS Headquarters in Washington, DC. CLAIMS 4 also uses TCP/IP to access data residing in the Department of Justice Data Center (DOJDC) mainframes in Dallas, Texas, and Rockville, Maryland.

Exhibit 2-1: CLAIMS 4 Communication Architecture



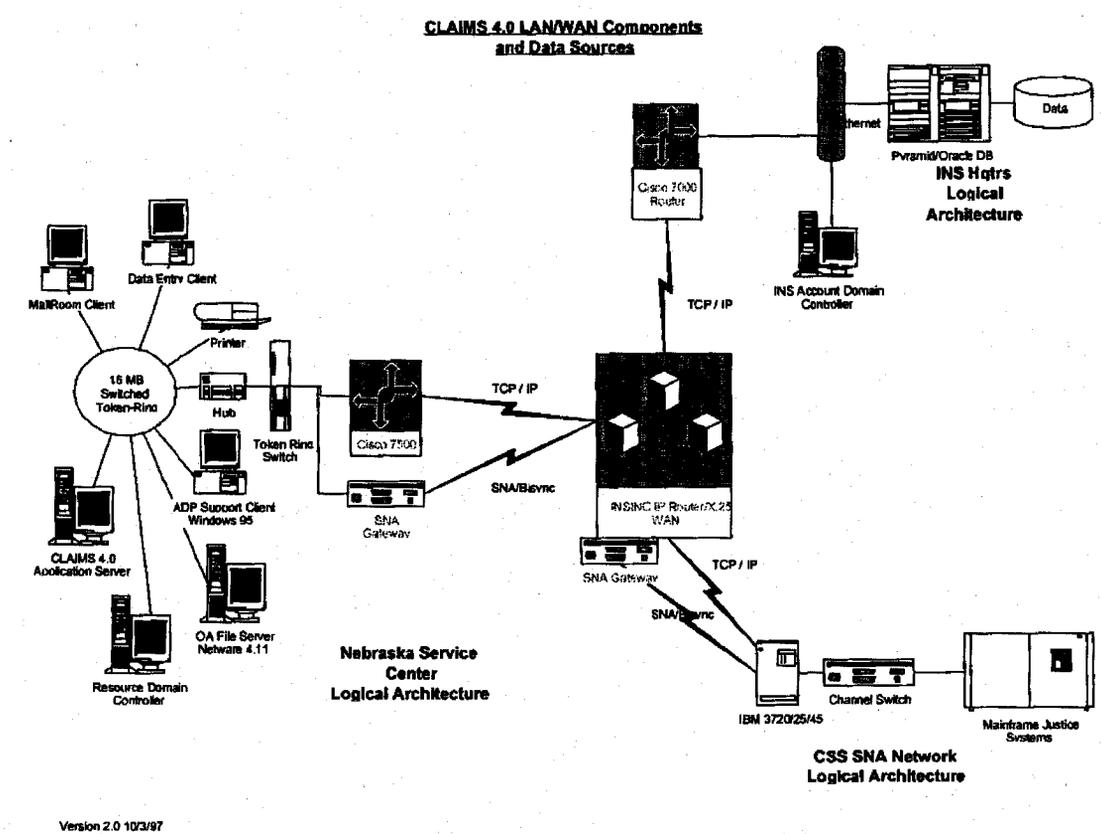
2.2.1 Service Center Hardware

The components residing in a service center are part of a standard Technology Infrastructure Project (TIP) local area network (LAN). These components include the workstations, file servers, concentrators, routers, gateways, and printers. The office automation file server is based on the Novell NetWare Version 4.1 network operating system. The OA server provides first level user authentication and access to application resources. The CLAIMS 4 application server runs the Microsoft NT operating system providing access to application-specific network resources. The workstations run the Microsoft Windows 95 operating system. These

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components are the users' interface to network and application resources. The end-user workstations also contain additional peripherals for input/output use during case processing. These peripherals are the bar-code scanner, the label printer, and the check printer. Exhibit 2-2, LAN Components, show these components.

Exhibit 2-2: LAN Components



2.2.2 Service Center Components

The service center components are as follows:

- INS Resource Domain Controller:** The domain controller allows security authentication for local users. This platform contains a copy of the Security Accounts Database (the Account Primary Domain Controller located at HQ Washington holds the main security database). A Back-up Domain Controller also resides at the site. The Back-up Domain Controller (BDC) contains a read-only replica of the security accounts

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manager (SAM) database. The BDC provides load sharing and backup of the SAM database.

- **Windows Internet Names Server (WINS):** WINS performs the function of mapping Microsoft NetBIOS names to the Internet number (IP Addresses). WINS tracks Microsoft style computer (WINS maintains the browser) and other resource names on the INS Intranet. Typically, the WINS runs on the Windows NT Primary Domain Controller (PDC) but may also run on the BDC.
- **CLAIMS 4 Client Workstations:** Service center personnel use the TIP-enhanced workstations. Depending on the business functions the user performs, these workstations will include light pens and label printers.
- **Printers:** High-end network printers print notices, certificates, and other correspondence. Zebra bar-code printers are attached to end-user workstations and print bar-code labels. As necessary, check printers will be attached to workstations to allow key application information to be printed on the check.
- **CLAIMS File Server:** The application accesses the CLAIMS 3 application server using data in the CLAIMS Btrieve database.
- **CLAIMS 4 Application Server:** CLAIMS 4 is a distributed (three-tier) client/server application. Some of the application logic for enforcing certain business logic resides on a TIP-enhanced file server running the Microsoft Windows NT Version 4.0 operating system. The deployed servers are running on the HP Model LH Pro. The units are configured as RAID 5 containing 512MB of 60ns memory modules. These units contain 16GB of usable hard-drive storage.
- **WAN Communications:** The application uses the INS International Network for Communications (INSINC) communications infrastructure accessing DOJ National Systems. These components consist of the Synoptics Model 3000 LAN concentrator, Cisco Token Ring Switches (Models 2000 & 2000 series depending on site configuration @ NSC and Model 1700 Chicago CUSA), and the Cisco multi-protocol routers (Model 7500 @ NSC and Model 2613 @ CUSA). This application also uses TCP/IP over the INSINC network.

2.2.3 District Office Hardware

The district office(DO) components will be deployed to the Chicago CUSA site for the evaluation. This facility is a suboffice of the Chicago DO. The components necessary at this office include a CLAIMS 4 application server, client workstations, and network printers. The DO is a standard TIP site. The DO hardware components are as follows:

- **CLAIMS 4 Client Workstations:** Adjudicators such as clerical staff, automated data processors (ADP), and other personnel, will use the TIP-enhanced workstations. Depending on business functions, these workstations will include light pens and printers.

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- **Printers:** High-end network printers will print notices, certificates, and other correspondence. Zebra bar-code printers are attached to end-user platforms and will print bar-code labels.
- **CLAIMS 4 Application Server:** CLAIMS 4 is a distributed (three-tier) client/server application. Some of the application logic for enforcing certain business logic resides on a TIP-enhanced file server running the Microsoft Windows NT Version 4.0 operating system. The deployed servers are running on the HP Model LX Pro. The units are configured as RAID 5 containing 512MB of 60ns memory modules. These units contain 16GB of usable hard-drive storage.
- **WAN Communications:** The application uses the INSINC communications infrastructure accessing DOJ National Systems. These components consist of the Synoptics Model 3000 LAN concentrator, Cisco Token Ring Switches (Model 2600 @ NSC and Model 1700 Chicago CUSA), and the Cisco multi-protocol routers (Model 7500 @ NSC and Model 2613 @ CUSA). This application also uses TCP/IP over the INSINC network.

2.2.4 Headquarters Hardware

The INS Headquarters is a standard TIP site. INS Headquarters functions as the host site for the CLAIMS 4 database. This centrally located ORACLE 7 database server forms the third tier in the benefits enterprise architecture. The database is accessed across the INSINC WAN using SQL*Net Version 2 (Oracle Transparent Network Substrate API) Remote Procedure Calls (RPC) over TCP/IP. The headquarters site is also home to the directory services PDC. The PDC is a standalone Windows NT server containing the Security Accounts Database.

The centralized Oracle environment at INS consists of an Oracle Parallel Server (OPS) running on a DEC Alpha series Reliant Cluster. OPS is based on the ORACLE 7 Server Relational Database Management System (RDBMS) with the addition of the parallel processing option. The OPS concept is to have a database that can be shared between multiple nodes (UNIX servers). If a node fails, users will be automatically transferred to another node where they can continue to use Oracle. The advantage of OPS is that each node operates independently. Each node has its own central processing units (CPUs), random access memory (RAM), private BUS line, and UNIX/Oracle background processes. The DEC's distributed lock manager is the software that coordinates resource sharing in the network of nodes running the parallel server. The lock manager allows applications to synchronize access to resources such as data, software files, and peripheral devices, so that concurrent requests for the same resource are coordinated between applications running on different nodes.

The Dec Alpha, also known as the Nile, serves as the Oracle database server hardware platform. The Nile is a highly scaleable symmetric multiprocessing (SMP) platform configured with the Reliant Cluster Configuration Manager. The two main benefits of SMP systems are improved parallel processing performance and scalability. Parallel processing allows them to handle tasks more efficiently than tasks that are single threaded through one processor. Any CPU that is free

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can be used for any executable process or task, unlike non-SMP systems where CPUs are assigned specific functions and become idle when not in use. Scalability allows nodes to be added or removed, depending on resource needs. When coupled with Reliant, each node can be clustered, thus providing a high degree of availability via hardware redundancy, and will have the ability to assume another node's workload if the node fails.

The centralized Dec Alpha server is available 24 hours-a-day, 7 days-a-week. If a disk fails because of a hardware error, processing will be automatically switched to the mirrored disk. After the damaged disk has been replaced, the system will automatically perform a catch-up operation to make it current with the mirrored disk. This feature, along with OPS, provides the INS with an environment that offers both high availability and reliability.

The major CLAIMS 4 system components at Headquarters are as follows:

- UNIX Relational Database Management System: The Oracle RDBMS runs on a UNIX platform with table space available to the CLAIMS 4 system. Other INS databases share the Oracle RDBMS UNIX platform.
- INS Account Primary Domain Controller: The HP Model LH Pro dual processor CPU, Windows NT Version 4.0, is used as the PDC for the account domain. The account domain contains the Security Accounts Database for the centralized accounts domain and has the same configuration as the PDC located at the SC.

2.2.5 Department of Justice Components

The DOJ Computer Services Staff (CSS) maintains and operates cost-reimbursable, fee-for-service data centers located in Dallas, Texas and Rockville, Maryland. These centers provide Federal Information Processing (FIP) resources and services to Federal Government agencies under the General Services Administration guidelines for FIP Resource Sharing.

These resources consist of three Amdahl model 5995/4550s and one Amdahl model 5995/3550. Each CPU contains 384 million bytes of main memory, 768 million bytes of expanded memory, and 128 high-speed data channels. The operating system is MVS/ESA and VM/ESA. Communication is provided via multiple COMTEN 5675 and 5660 front-end communication processors.

A number of existing INS systems reside on DOJ mainframe systems accessed from the service center and the DO. Key among these existing systems are the CIS and the NACS mainframe systems. These applications currently use a combination of Integrated Database Management (IDMS) Version 10.2 and IDMS Version 12.0.

2.2.6 Software Components

The following list provides insights into the CLAIMS 4 system structure on specific software components deployed on the architecture's first and second tiers. This list provides an overview of the CLAIMS 4 software installed on the client servers and other equipment. Some items are

structured deep inside the operating system or within the application. There will be no administrative functions associated with maintaining items on the list.

- CLAIMS 4 Application Server:
 - Microsoft Windows NT Version 4.0 Network Operating System
 - Microsoft Windows NT Service Pack 3
 - Microsoft Office 95 Professional Edition
 - ORACLE Client
 - Installer
 - Net Easy Config.
 - SQL Plus
 - Btrieve Engine
 - Intersolv ODBC 6.15 driver 3.01 for ORACLE 7, Intersolv Btrieve
 - HP Jet Admin 2.45
- CLAIMS 4 End-User Clients
 - Windows 95 Operating System (Version 4.00.095a or b)
 - Network Software
 - Intranetware Client
 - Microsoft Network
 - MS TCP/IP protocol
 - Intersolv ODBC Driver for Oracle (Version 3.01)
 - Oracle SQL*Net Client (Version 2.3.2.1.4)
 - Installer
 - Net Easy Config.
 - SQL Plus
 - Microsoft Office 95 Professional

2.2.6.1 How to Call the CLAIMS 4 Help Desk

The following process has been established to help supervisors report CLAIMS 4 system problems .

1. If you are experiencing CLAIMS 4 system problems, contact your SC or field office ADP staff for assistance. Follow the procedures below if your ADP staff is unavailable or cannot resolve the problem.
2. Call the CLAIMS 4 Help Desk at to report all system problems. A separate ticket will be opened for each problem. Please do not group multiple problems. Each problem needs to be submitted separately to track and ensure it is fixed.
3. When you call, please provide the following information to the Help Desk receptionist:

(b)(2)

- Your name, phone number, functional group where you work, such as Mailroom, Data Entry, Adjudications, and site location. You will be logged as the user point of contact (POC) unless you designate a different name and phone number.
 - Name, phone, or pager number for the site ADP POC.
 - A brief description of the problem, including:
 - What module in CLAIMS 4 you are trying to use, such as Mailroom, Data Entry, Adjudications, and Notices.
 - Which part of the N-400, such as Part 1 and 2, Part 3A, or 3B; or screen, such as G-28, Evidence, or FD-258; you were in when the problem occurred.
 - If available, provide the exact Error Message and Error Code.
 - Indicate what you have done to resolve the problem yourself.
 - Make sure to request a ticket number.
4. Request the priority of the problem(s) you are reporting to the Help Desk. Priority levels are as follows:
 - Critical: Your site cannot perform any production work on CLAIMS 4.
 - High: Your site cannot perform production work on some system modules or parts of the N-400.
 - Medium: The problem affects production, but your site has a viable work around.
 - Low: The problem causes some level of inconvenience.
 5. If calling during business hours and you are unable to reach the Help Desk, please leave a voice mail message and the Help Desk will return your call within 1 hour depending on your priority level problem.
 6. For critical-priority tickets, ITP personnel will contact the user POC within 1 hour. Critical-priority items will be started within an hour and released as an emergency fix if software changes are needed. A system change request (SCR) will be created containing an impact statement and referred to the next scheduled CLAIMS configuration control board (CCB) meeting.
 7. For high-priority tickets, ITP personnel will attempt to contact the user POC within an hour. High-priority items will be started within 24 hours and released as an emergency fix if software changes are needed. An SCR will be created containing an impact statement and referred to the next scheduled CCB meeting.
 8. For medium-priority tickets, ITP personnel will attempt to contact the user POC by the close of business that day. Medium-priority items will be issued a priority with an impact analysis started within 24 hours. If a software change is needed, it will be included in the CLAIMS 4 release schedule as determined by the CCB. An SCR will be created containing an impact statement and referred to the next scheduled CCB meeting.

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9. For low-priority tickets, ITP personnel will attempt to contact the user POC that same business day. Low-priority items will be issued a priority with an impact analysis started within one week. If a software change is needed, it will be included in the CLAIMS 4 release schedule as determined by the CCB. An SCR will be created containing an impact statement and referred to the next scheduled CCB meeting.
10. When calling after business hours, please follow the procedures below:

(b)(2)

- For critical- or high-priority problems, contact the Emergency Duty Pager at [redacted]. A member of the CLAIMS 4 development team will respond as rapidly as possible. The initial response to the page should be within 20 minutes. If you receive no response within 20 minutes, please follow the escalation procedures below:
 - If there is no response after 20 minutes, contact the Help Desk
 - If there is no response after 20 minutes, contact the Duty Manager’s Pager.
 - If there is no response after 20 minutes, contact the Division Manager.

(b)(2)

- For medium- or low-priority problems, contact the Help Desk at [redacted] and leave a voice mail message. The Help Desk will attempt to contact the user POC the next business day.

2.2.7 Security

The deployed system is designed to meet existing INS regulations for ADP. The following sections introduce those requirements that apply to implementing ADP systems.

The security features associated with this system follow the standards applicable to the INS and the DOJ. Refer to the INS Security Office for details and requirements to satisfy the risk management and accreditation support requirements specified in the DOJ Order 2640.2C, “Telecommunications and Automated Information Systems Security.” The Security Office can also provide a quantitative and qualitative analysis of the automated information system (AIS) security posture. The system must satisfy all applicable security requirements for accreditation. Some of the areas covered by the security plan are summarized in the following sections.

2.2.8 Physical Security

The system will have the following hardware security features:

- Facility center practices
- Physical location (office)
- Hardware location (room)

2.2.9 Logical (Data) Security

The system will have the following software security features:

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- Network access
- System access
- Password assignments
- User identification

The CLAIMS 4 system also implements a hierarchical directory structure using the Microsoft Domain directory service. This service requires users of the system to authenticate to a security database before access to network resources is allowed. Authentication is a term used in security circles meaning users are identified and approved for access to protected resources.

2.2.10 Personnel Security

The following personnel have responsibility for personnel security:

- Computer System Security Officer (CSSO)
- Facility Director
- ADP Director
- System Administrator
- LAN Administrator
- System End-Users

Details may be obtained by contacting the Computer and Telecommunications Security (C&TS) Staff, Office of Information Resources Management (OIRM), Washington, DC. Questions or inquiries should be addressed to the site CSSO and reference the published document, "Procedures for Identifying Sensitive Systems," C&TS Guidance 1.0. Other guidance documents are also available through the C&TS office.

2.2.11 Application Security

The CLAIMS 4 system supports INS Benefits business functions associated with the N-400 form. This support is organized into the following functions: Mailroom, Data Entry, Finance, Scheduling, Adjudications, Notices, Document Production, Batch Status Update, Case Status, System Maintenance, and Workflow. Access to these functions are controlled by the application through the establishment of participant roles and profiles.

Each user is defined to the application through the System Maintenance function. As a user is defined, a role or roles are assigned to them. Each role has one or more profiles associated with it. The following sections describe these roles.

2.2.12 Role/Participant Types

The following list briefly identifies roles and responsibilities. After users are defined to the system, the application will validate their security authority with each logon and as updates and transactions are attempted.

- Data Entry Clerk—Performs data entry functions
- Data Entry Supervisor—Approves fee waivers; performs RAP sheet processing

- District Office Clerical—Distributes the Naturalization Certificates; closes out an Oath Ceremony
- Naturalization Printer—Prints the Naturalization Certificate
- Mail Room Clerk—Receipts the application in the mailroom and voids the receipt
- Batch Print Notices—Prints the batch notices
- General Service Center Assistant—Performs general service functions
- Service Center alien file (A-File) Handler—Performs A-File processing
- Test Administrator—Enters the results from the applicant's examination
- Adjudicator Clerk or Adjudicator (cannot select both)—Adjudicator can schedule an applicant for an interview, re-exam, or oath ceremony. The adjudicator can enter the interview and examination results. The adjudicator clerk can only enter the adjudicator results with the authorization of an adjudicator.
- Senior Adjudicator—Can perform a supervisory review

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3. SYSTEM CONFIGURATION AND INSTALLATION

This section describes the processes to reinstall operating systems and the application should a device fail, and, the operating system or the application is corrupted or lost. After the onsite support period, local ADP staff with remote technical assistance will perform this function. Prior to using the following procedures, local ADP staff should call the CLAIMS 4 Help Desk to ensure that appropriate technical assistance is available for support.

The following sections describe the procedures for configuring the application server and client workstation.

3.1 Application Server Configuration Processes

The CLAIMS 4 application server is a Windows NT 4.0 server running on the TIP-enhanced model server. The CLAIMS 4 deployment team pre-configures the server with all software necessary for CLAIMS 4. The following overview discusses the process to reinstall the operating system in the unlikely event the unit fails.

The purpose of this section is to provide instructions on the configuration and installation of the Application servers within the INS project. This section is written for people with experience building enterprise-wide solutions using Microsoft Windows NT Server 4.0.

3.2 Required Tools and Information

You will need the following software (Server Installed):

- Windows NT Server boot diskettes (Disk 1 to 3)
- HP Netserver Navigator CD
- CLAIMS 4 Server production Baseline CD that includes the following applications:
 - Windows NT Server
 - Microsoft Office 95 Professional Edition Version 3.01
 - Oracle Client Version 7.3.2.2.0
 - Btrieve Engine Version 6.15
 - Intersolv Btrieve ODBC Version 3.01
 - Intersolv Oracle ODBC driver 3.01 for Oracle 7
 - NIC card driver
 - HP Jet Admin Version # 2.40
 - RACPATCH Upgrade

You will need the following hardware:

- Hewlett Packard LH (X) Series Server with 5 or 6X4 GB SCSI Hard drives with installed 3Com Series Ethernet Adapter.
- Hewlett Packard 5si or 800N Network Laser Printer which has the following configuration:

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- 512MB simm
- Installed Jetdirect card
- 1 Utility diskette (inside the case)
- 1 Blank diskette (used to install SCSI drives)
- Two Server Chassis Keys

The following information is required to successfully complete this installation:

Much of the information required to configure the application server is site specific. Please obtain this information prior to beginning the installation process. Exhibit 3-1, Requirements Checklist, should be completed prior to beginning the installation procedure.

Exhibit 3-1: Requirements Checklist

NT server CD key	
NT server name	(Site location code, Resource Domain, m01 or 2)
Domain name	(Resource Domain Name)
Server administrator password	
TCP/IP configuration data	(IP)
WINS information	
Office 95 CD key	
Btrieve engine serial number	
2- ODBC serial numbers and 2 associated keys	
ODBC data source name	(INSprod 1 & INSprod 2)
HP-5Si LAN printer or HP 8000N	
IP address info (for HP-5Si LAN printer)	
Network printer name	(Site code, ps01)
printer share name	(Site code, ps01)
SQL Net Easy configuration database alias	(INSprod 1 & INSprod 2)
SQL Net Easy configuration IP address (server name)	Prod01 & Prod02
SQL NetEasy configuration database instance	Prod01 & Prod02
Novell RAFACS server name	(Assigned by Site ADP)
Windows NT Gateway Services for NetWare account name and password	XXXC4SUSR & PW CLAIMS 4
Location and service center codes	
For Claims 4 Workstation Installation	Contact NT Admin to add a computer account to the appropriate Domain
ODBC serial number and associated key	
SQL Net Easy database alias	
SQL Net Easy server name (IP Address)	
SQL Net Easy database instance	
Name of server running work flow server	(Application Server)
Location and service center codes	

NOTE: Contact NT Admin to add a computer account to the appropriate Domain.

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3.3 Application Server Build Instructions

The server, monitor, and printer will be in a box. You must unpack and assemble using the instructions contained in this section. You must locate the server keys and the equipment needed prior to beginning the installation. You must consult with the local ADP staff for required equipment needs.

3.3.1 Hardware Configuration

The areas in this section will focus on the hardware configuration. Specifically, the following will need to be performed to ensure the proper setup of your hardware. The steps will be listed in this section.

3.3.2 HP Utility Partition Manager Configuration

The following steps will guide you through this configuration process:

1. Turn on the power to the server.
2. Insert the HP Netserver Navigator CD in the CD-ROM drive.
3. Let the CD-ROM boot to the Main menu.
4. From the Netserver Main Menu, Select Netserver utilities.
5. Click on Disk Array utility.
6. Highlight first 5 drives by clicking the left mouse button after utility shows a status of ready on all drives.

NOTE: The HP Servers being shipped to the field offices will come with a 5 or 6 drive configuration. When configuring the array, use all 5 drives. If you have an additional drive, configure it as a hot spare.

7. Go to configuration menu/wizard.
8. Select Custom and click on Next to continue. You will go to the Array Definition screen.
9. Click on Add to Array. Under logical devices, the drives will show under the new Array image.
10. Click on Accept Array and click on Next. The Logical drive parameters show up and the RAID Level defaults to 5.
11. Accept the defaults.
12. Click on next to configure.
13. Select Finish and click on Save configuration.
14. When prompted to initialize drive, select Cancel.
15. Deselect Drives 1-5 by clicking the left mouse button on each drive.
16. Select drive 6 by clicking the left mouse button.

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17. When drive 6 is highlighted, click the right mouse button.
18. Select Tools/Make Hot Spare. The Hot Spare target dialog box appears. Global Hot Spare will be selected by default for all arrays on adapter. Click on OK once the physical device drive 6 is labeled HOT SPARE.
19. You will then select all Logical Drives by clicking on the Logical Devices Screen RAID5 and the Hot Spare.
20. From Menu bar, select logical drive and initialize. Click OK to initialize. The system will need to be restarted, the drive initialization is complete.
21. Select Configuration from the Menu bar and click on Exit. You will see a prompt that says the system will now reboot. Click on OK. Your system is now ready for the Microsoft NT 4.0 Operating System.

NOTE: Before Proceeding, you need to follow the Navigation CD Wizard configuration. You need to make a HP NetRAID and AIC-78xx PCI driver Disk. You need to make a partition to install the Navigation Utilities on the Server.

NOTE: You need to run EISA Configuration

3.3.3 Microsoft Windows NT Server 4.0 Software Installation

This section will contain a step-by-step process to walk you through the software installation. Additionally, use the CLAIMS 4 Server Software CD to install all pieces including Windows NT. The three diskettes have been designed for use with the CLAIMS 4 CD.

1. Turn off the power to the server.
2. Place the 3.5-inch diskette labeled Microsoft Windows NT Setup Disk 1 into the floppy drive.
3. Turn on the power to the server.
4. Follow screen prompts to remove and insert diskettes.
5. Accept the default settings by pressing the **Enter** key.
6. Press the **S** key on your keyboard twice to highlight the other selection.
7. Insert the driver diskette that has both Adaptec AIC-78xx PCI Driver and the HP NetRAID Drivers on it.
8. Select the Adaptec AIC-78xx PCI Driver.
9. Press **Enter**.
10. Select HP Driver and press **Enter**.
11. Press the **S** key and press **Enter**.
12. Select the HP NetRAID Driver and press **Enter**.

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13. Press **Enter** to continue.
14. Insert Microsoft NT Setup Disk 3 into the floppy drive when prompted and press **Enter**.
15. Place the NT Server Software CD into the CD-ROM drive and press **Enter** at the prompt.
16. At the hard disk dialog box, press **Enter**.
17. After the license screen is displayed, you will have to press and hold the **Page Down** key. When you reach the bottom of the screen, press **F8** to agree to the license.
18. Press **Enter** to accept the setup hardware.
19. The next screen shows one or more logical drive partitions that are available for use. Press the arrow key down to "Unpartitioned space" and press **C** to create a partition.
20. Go to unpartitioned space and press **C (to create)**.
21. Enter 2048(MB).
22. Press **Enter** to create partition.
23. Highlight C partition and press **Enter** to install.
24. Highlight NTFS for NTFS file system and press **Enter**.
25. Press **Enter** to accept \\WINNT.
26. Press **Enter** to allow setup to perform exhaustive examination.
27. Press **Enter** to start loading system files when prompted.
28. Replace Diskette HP Drivers and press **Enter** when prompted.
29. Remove all floppies and the CD-ROM and press **Enter**. The system will reboot to a login screen.
30. Type in XXXC4SUSR Account in the User field and press **Tab**. Type in password.
31. Type XXXC4SUSR again and click on Next. The next screen will ask for a three-digit number followed by a seven-digit number. Use the NT Server CD key.
32. Click on Per Server licensing. Enter 500.
33. Type in the computer name that was assigned for this computer and site. The computer name follows this example convention [Location Code] [Domain Code] [XX], that is, NKCNYCM01 where XX is a sequential number (01, 02 etc.) for the application servers installed at this site. Click on Next. The next screen prompts for the type of server.
34. Click on Stand Alone Server and click on Next to continue.
35. Type Server Administration Account password. Click on Next.
36. The next screen asks whether you wish to create an emergency repair diskette. Select Yes.

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37. The next setup screen shows a checklist of items to be installed. Accept the default selections and click on Next.
38. Proceed to the next section to configure the Network Component portion. The Windows NT Installation screen will be showing with the Networking Section highlighted. Click on Next to proceed.
39. Select wired to network and click on Next to continue.

NOTE: Do not install IIS.
40. Click on "Start Search" when the network adapter appears. Click on Next.
41. The next screen displays protocol selections. Click on the Select From List button, and from the window that appears, select DLC Protocol and click on OK. Click on Next.
42. The next screen displays several service selections. Click on the Select From List button.
43. A network service dialog box appears. Select Gateway (and Client) service for NetWare. Click on OK.
44. Repeat Step 42 for Microsoft TCP/IP Printing, Simple TCP/IP Services, and SNMP Services.
45. Check the list by scrolling to see that all the selected services have been added. There should be eight listings. Click on Next to proceed.
46. The NT Server Setup window is displayed. Click on Next.
47. A message appears about DHCP; click on No to not use DHCP. You will have a static address. The SNMP configuration screen appears. Click on OK.
48. The Microsoft SNMP properties screen is displayed. Click Cancel.
49. The next screen displays several TCP/IP configuration steps. Enter the TCP/IP Address, Subnet Mask, and Default Gateway information on the screen.
50. Click on the WINS Address folder tab and enter the appropriate WINS server (s) information in this section.
51. Click on APPLY, then click OK. Ensure that the WINS is listed as the first service on the screen and if not, highlight the WINS service and use the move up button until the service is at the top. You must have an account with Administrator Rights to create a computer account in the domain. Click on Next.
52. A window appears containing the server Name and a choice of using a workgroup or domain. Select Domain and type in the appropriate domain name. (Refer to the Windows NT Required Information or ask HQ INS.)
53. Click on OK and click on Finish to proceed.

54. At the date/time properties screen, set the appropriate country. Make sure the Date and Time are correct for your area of the country and change as necessary. Click on Close. A display driver window is displayed. Click on OK.
 55. The next screen will offer the ability to change the display resolution settings. Set the Desktop Area to 800x600 and fonts to small fonts. Click on Test.
 56. A test screen is displayed. Click on Yes. Click on OK to save the new settings. A restart button is displayed when the installation is complete.
 57. Remove the NT Server Software CD and any floppy diskettes.
 58. Click on the Restart button.
 59. The server will restart and you will press the CTRL+ALT+DEL keys to login.
 60. At logon prompt, log on with an account with administrative rights onto the server. Double click on My Computer.

 61. Click on View => Options.
 62. Click on View folder tab.
 63. Click on the Show All Files radio button. Check Display full path in title bar.
 64. Deselect Hide MS DOS file extensions for known file types.
 65. Check display compressed files and folders with alternate color.
 66. Select the Use Single Window radio button and at the Folder Options window, click on Apply, then click on OK.
 67. Click on Start => Programs => Administrative Tools. Click on Disk Administrator.
 68. Click on OK to clear the Warning screen and enter Disk Administrator. Verify that the disk partition for C: exists and the size is 2GB or 2048MB.
- Note:** The Drive D: by default is assigned to the CD ROM.
70. Highlight drive D: and click the right mouse button.
 71. Select assign drive letter, choose drive E: and click OK.
 72. At the do you wish to continue prompt, click Yes.
 73. You must use the Free Space and create a D: partition. To do this, select Free Space, go to the Partition menu, select Create Partition, and click on Yes at the prompt.
 74. Click OK to create partition of default size. Click on Yes at the prompt.
 75. Go to partition menu and select Commit Changes. Verify that both drives are formatted for NTFS.

76. Highlight the D: partition, click the right mouse button and Select format.

77. Change the file system to NTFS and click start.

78. At the format, complete prompt click OK.

79. Click on X in upper right hand corner of window to close the Disk Administrator.

NOTE: Logon as Administrator to the local NT server and give XXXC4SUSR account a local admin equivalent rights. The XXXC4SUSR account belongs to the EXA, CXA or WXA Domain depending on the location of the servers. Remember, you need to logon as XXXC4SUSR account to install the rest of the software.

3.3.4 Microsoft Service Pack 3 Installation

The following steps describe the installation procedures for the Microsoft Service Pack 3:

1. Insert the Microsoft Service pack 3 CD into the CD tray (included on C4SUR Baseline CD).
2. Double click on My Computer.
3. Double click on CD ROM Drive icon. This opens Internet Explorer.
4. Scroll down to the bottom of the screen, and select Update.exe to **INSTALL SERVICE PACK**.
5. At the confirm file open, click OK.
6. Click on Next.
7. From the Software License Agreement screen, click on Yes.
8. At the Service pack setup, click next.
9. At install Service pack, click next.
10. After the file extracts itself, a window appears asking for confirmation on installing Service Pack. Click on Next.
11. At the Service Pack Setup screen, select Yes, I want to create a de-install directory, and click on Next.
12. Click on Finish.
13. If prompted to replace the domestic grade security, click on Skip.

At the prompt to overwrite the AIC Driver, click No. Click on OK to restart the system.

3.3.5 Office 95 Professional Installation

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The following steps describe the installation procedures for Office 95 Professional. This portion of the installation must be completed before the ODBC section is started.

1. Insert the Production Baseline CD into the CD tray.
2. Double click on My Computer.
3. Double click on CD Drive Icon to open the Production Baseline CD.
4. Click on Browse CD.
5. Go to Office 95 folder, double click on SETUP.EXE and press **Enter**.
6. A welcome screen is displayed. Click on Continue.
7. The next screen asks for a Name and Organization. Accept the default settings (should be picked up from the server installation so enter INS for both if not already present).
8. Click on OK.
9. The Confirm Name and Organization Information screen is displayed. Click on OK.
10. Click on OK.
11. The Microsoft Office Professional 95 setup screen is displayed. Click on OK.
12. Click on OK. Accept the default c:\msoffice.
13. The next screen offers four installation choices. Click on the Custom button.
14. Click on the Select All button and remove the check box from all selections except the following:
 - Microsoft Excel
 - Microsoft Word
 - Microsoft Access
 - Office Tools
 - Converters, Filters, and Data Access
15. Click on Continue to proceed with the installation.
16. When you see a window that shows Microsoft Office was installed successfully, click on the OK button.

3.3.6 Btrieve Engine Installation

The following steps describe the installation procedures for the Btrieve Engine:

1. Log in as XXXC4SUSR.
2. Insert CLAIMS 4 Server Baseline CD into the CD-ROM.
3. Double click on My Computer.
4. Double click on CD Drive icon to open the Baseline CD.

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5. Click on C4SVR.
6. Click on Btrieve folder and click on BTNT; click on Setup.exe.
7. The welcome screen is displayed. Click on Next.
8. The Choose Destination Location screen is displayed. Accept the defaults, click on Next.
9. The Folder selection screen is displayed. Click on Next.
10. Once the program is installed, a registration screen is displayed. Click on Next to proceed through the installation.

NOTE: You must put a floppy disk in drive A in order to proceed with the installation.

11. Complete the information requested on the screen including the serial number.
12. Select the 3.5-inch drive, insert a disk, and click on Save.
13. Deselect Yes, I want to view the read me File now, and click on Finish.

3.3.7 INTERSOLV ODBC Driver Installation

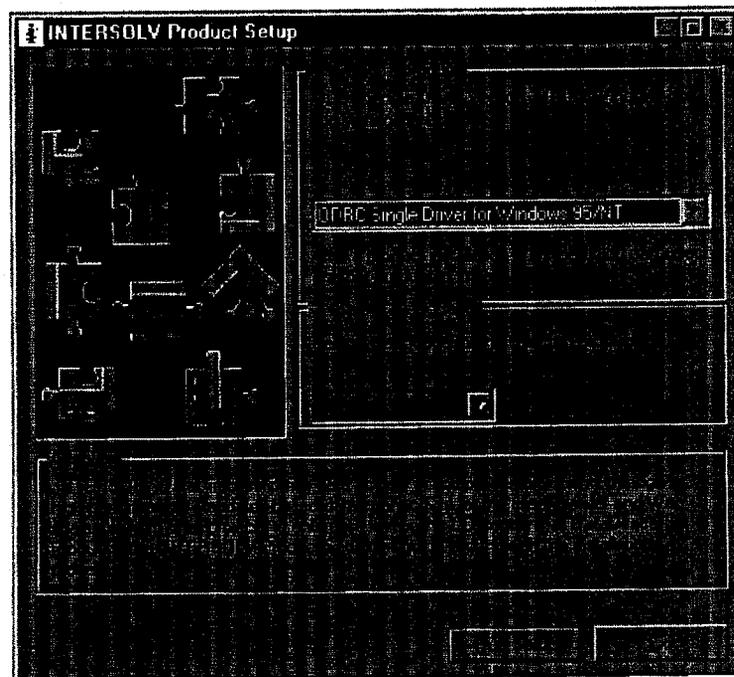
The following steps describe the installation procedures for the Oracle ODBC driver:

1. Insert Server Baseline CD into the CD tray.
2. Double click on My Computer.
3. Double click on CD Drive icon to open the CLAIMS 4 Server Baseline CD.
4. Click on C4Svr.
5. Go to the ODBC folder, Double click on SETUP.EXE, and press **Enter**.
6. Click on Next. At the next screen, type in INS for both the Name and Company, then type in the Serial number (for example, 110000036088) and its associated key (for example, 73617252). The CLAIMS 4 Deployment Group will provide a key on request (Remember, you need another associate key to install ODBC BTRIEVE).
7. Click on Next when complete.
8. At the Registration Confirmation screen, click on Yes.
9. Click on OK at the Intersolv Product License Agreement screen.
10. Click on OK at the Intersolv Product Registration screen.
11. At the Setup Type selection screen, make sure that Typical Install is selected, then click on Next.
12. At the Possible Driver Requirements screen, click on Next.
13. At the Install Directory screen, accept the default, and click on Next.

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14. At the Driver Install Directory screen, accept the default, and click on Next.
15. At the Select Components screen, make sure that ODBC Pack Program Files are selected. Also, select the appropriate driver. Click on the Change button.
16. The select Sub Component screen is displayed. Select ORACLE 7, then click on Continue.
17. The Select Components screen is displayed. Click on Next.
18. Deselect the Create Default Data Sources box, then click on Next.
19. The Select Program Folder screen is displayed. Accept the defaults and click on Next. The installation begins.
20. Click on Configure Drivers check box and then click on Finish to configure the ODBC drivers.

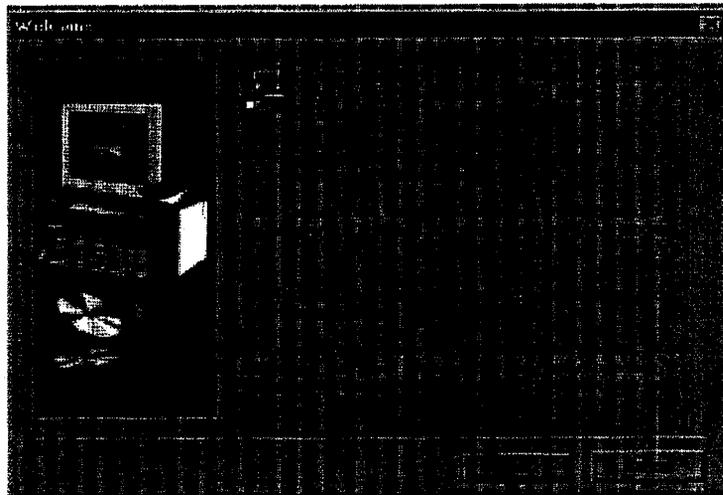
Exhibit 3-2: INTERSOLV Product



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3.3.8 INTERSOLV ODBC Btrieve install and configuration

Exhibit 3-3: Welcome



1. Under Intersolv Product Setup, click Run Setup button. See Exhibit 3-2.
2. At the Welcome Window, click Next. See Exhibit 3-3.

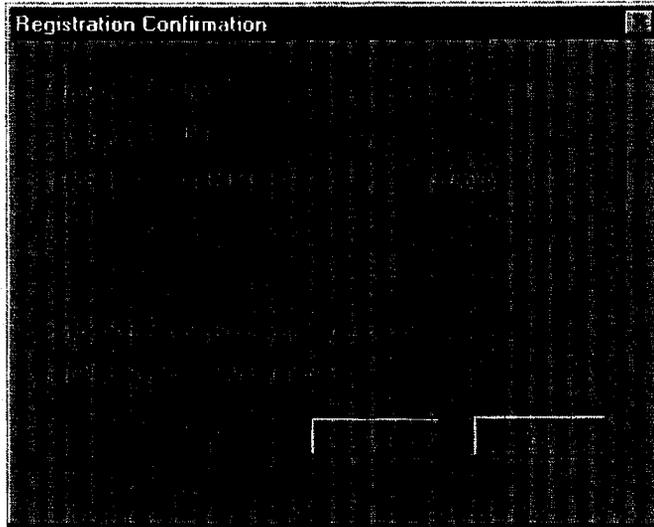
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Exhibit 3-4: INTERSOLV Product Registration

The screenshot shows a window titled "INTERSOVLV Product Registration". It contains four input fields arranged vertically. The first two fields contain the text "INS". The third field contains the text "110000036088". The fourth field contains the text "93236252". Below these fields are two empty rectangular boxes, likely for buttons or additional input.

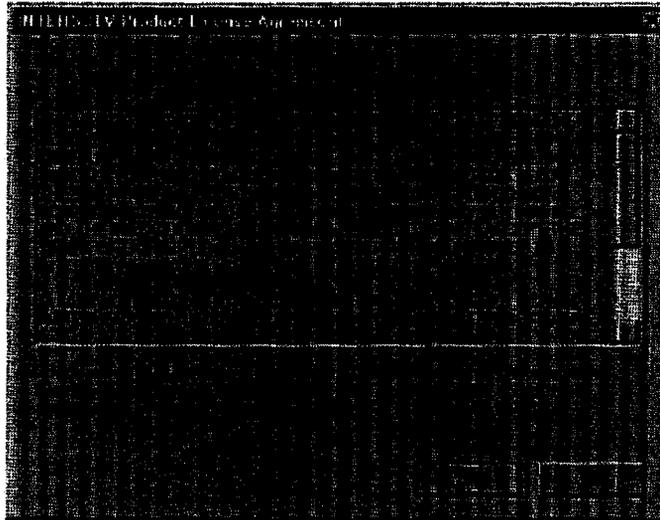
3. At the INTERSOLV Product Registration Window, Enter the Name, Company, Serial, Key as shown in Exhibit 3-4 and click Next.

Exhibit 3-5: Registration Confirmation



4. At the Registration Confirmation Window, click Yes. See Exhibit 3-5.

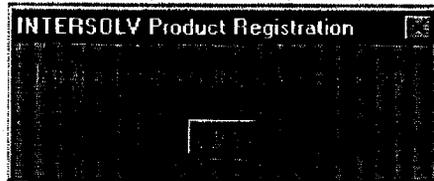
Exhibit 3-6: INTERSOLV Product License Agreement



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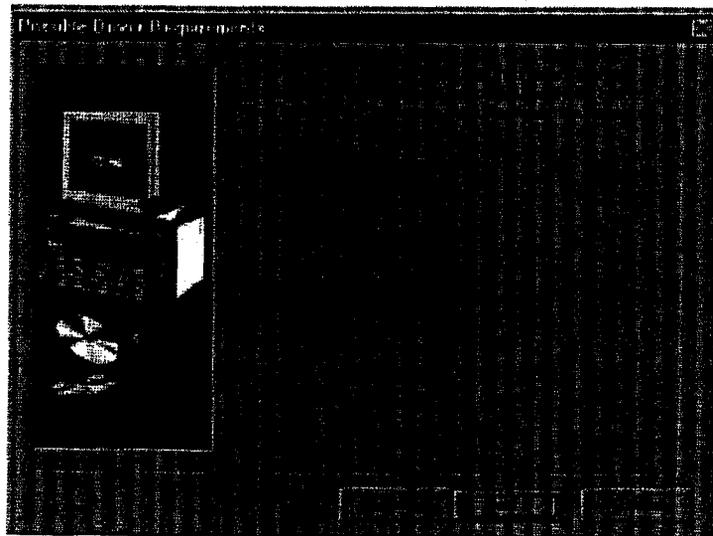
5. At the INTERSOLV Product License Agreement, Click Yes. See Exhibit 3-6.

Exhibit 3-7: INTERSOLV Product Registration



6. At the INTERSOLV Production Registration Windows, Click OK. See Exhibit 3-7

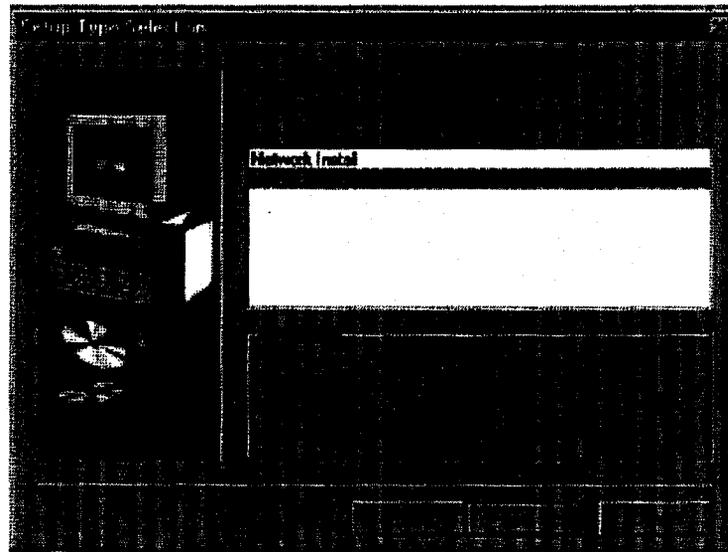
Exhibit 3-8: Possible Driver Requirements



7. At the Possible Driver Requirement Windows, Click Next. See Exhibit 3-8.

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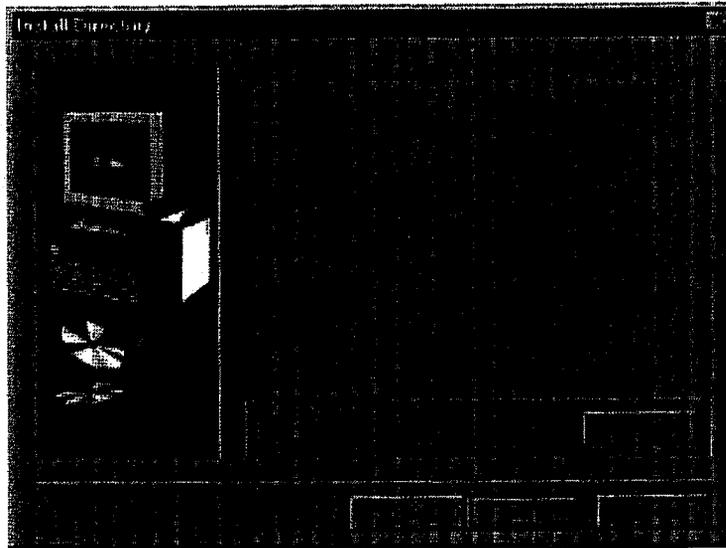
Exhibit 3-9: Setup Type Selection



8. At the Setup Type Selection Window, select Typical Install and click Next. See Exhibit 3-9.

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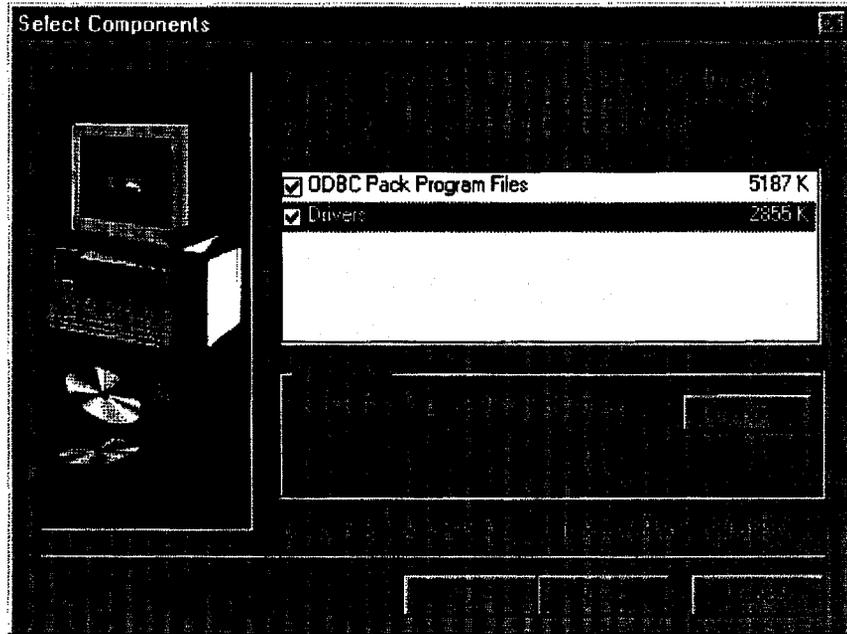
Exhibit 3-10: Install Directory



9. At the Install Directory Window, Click Next. (take the default directory) See Exhibit 3-10.

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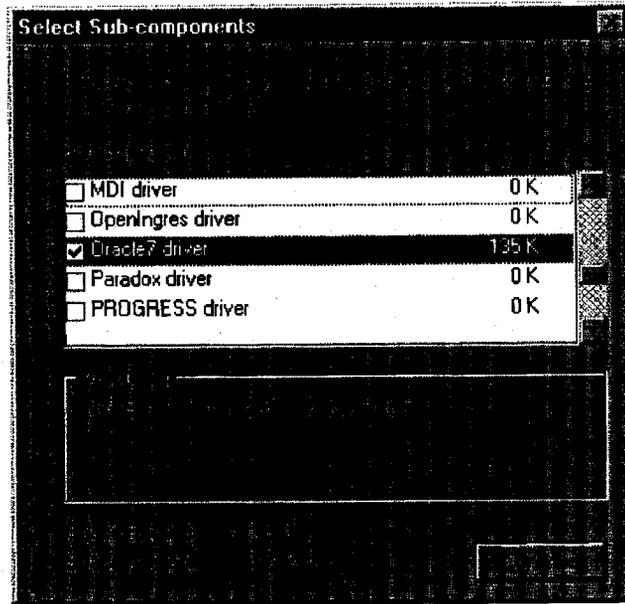
Exhibit 3-11: Select Components



10. At the Section Component Windows, Select Drivers Check Box and Click on Change.
11. Check the Oracle 7 driver, and click on Continue.

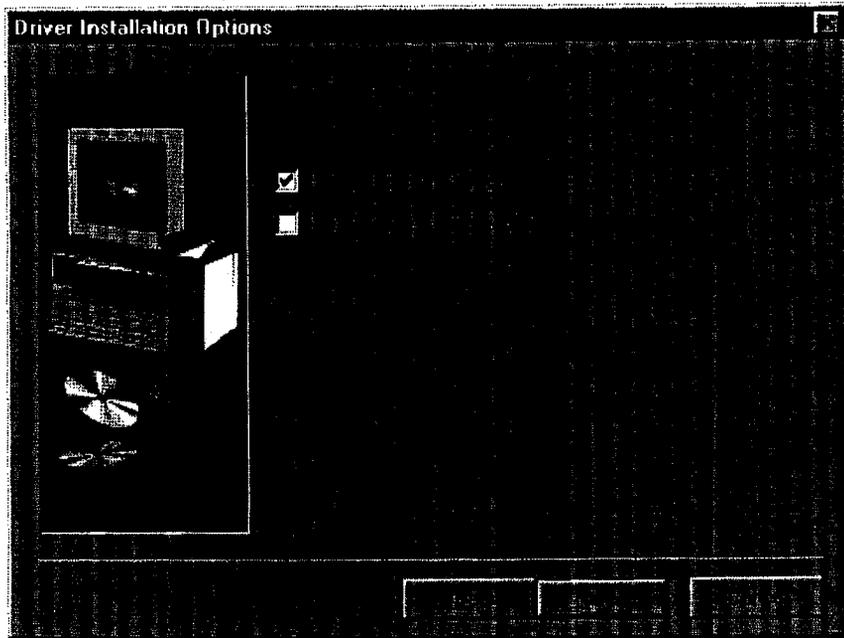
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Exhibit 3-12: Select Sub-components



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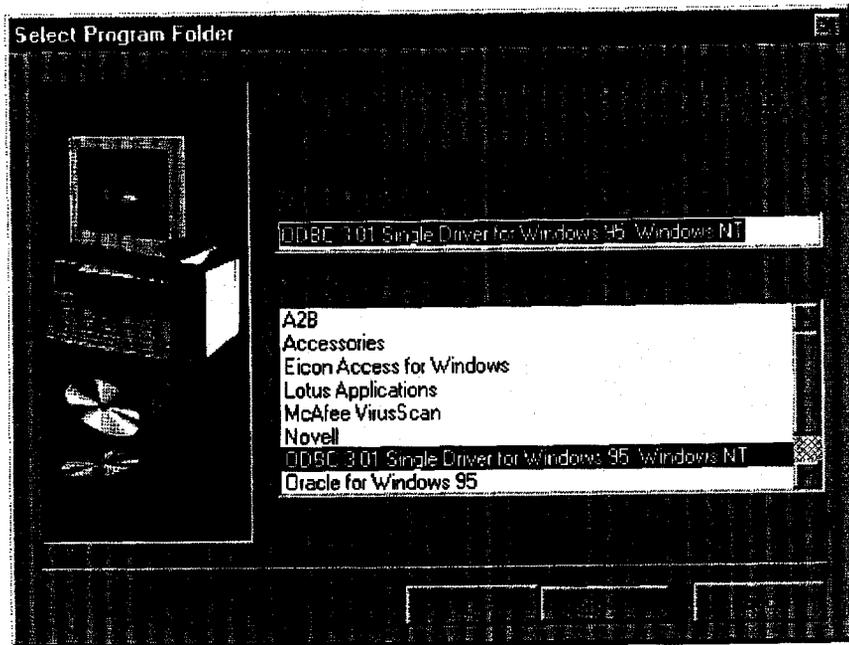
Exhibit 3-13: Driver Installation Options



12. At the Driver Installation Options Windows, Uncheck the Create Default Data Sources Box and ensure that the Replaces Existing Drivers box is checked. Then click Next.

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Exhibit 3-14: Select Program Folder



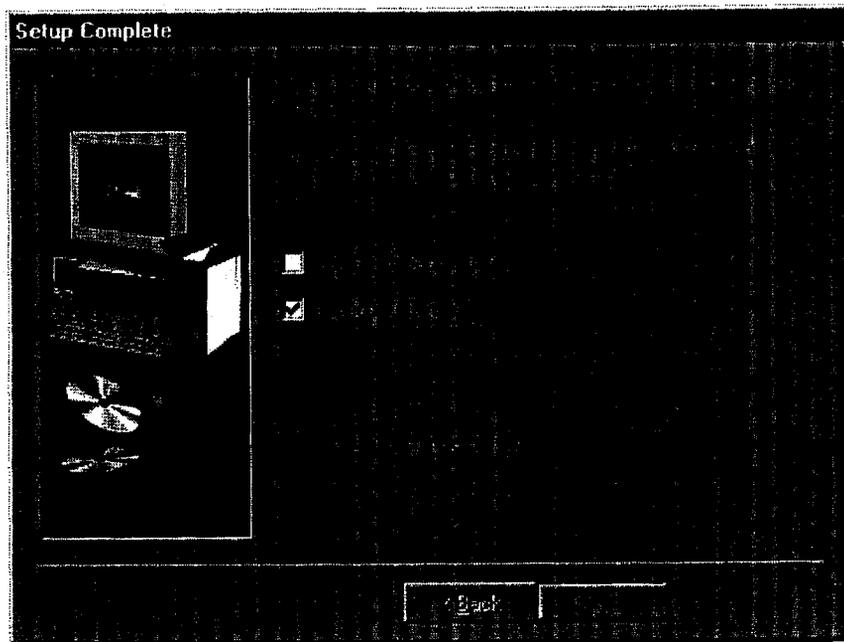
13. At the Select Program Folder, Click Next.

Exhibit 3-15: ODBC 3.01



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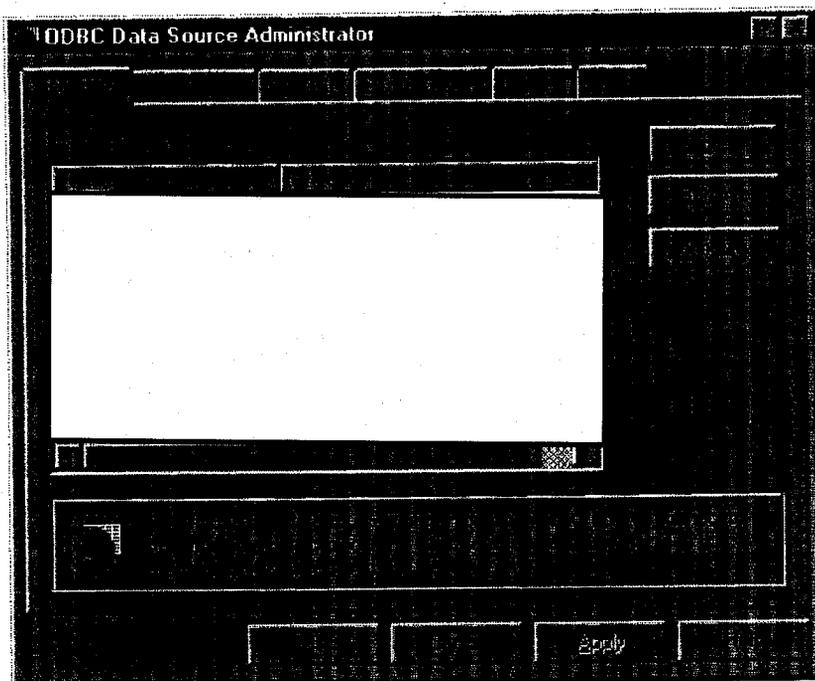
Exhibit 3-16: Setup Complete



14. At Setup complete Window, Check the Configure Drivers and Click on Finish Button.

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Exhibit 3-17: ODBC Data Source Administrator



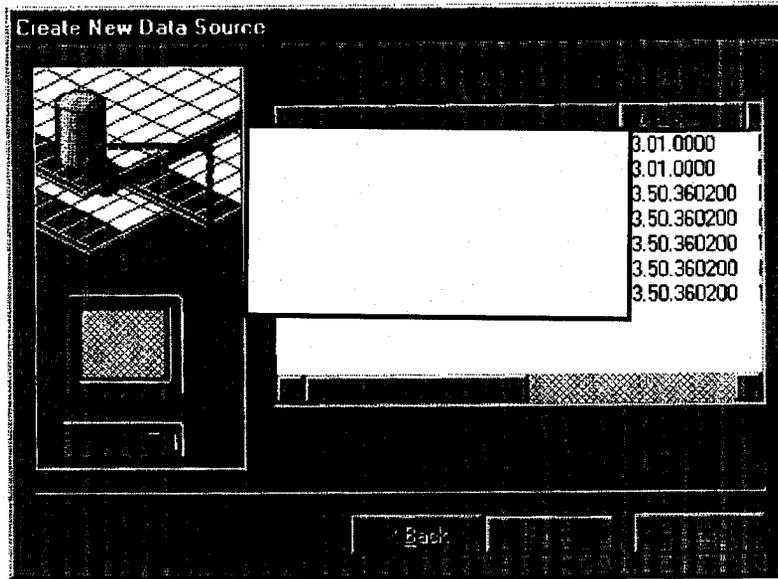
(b)(2)

15. At the ODBC Data Source Administrator Screen Click on Add .

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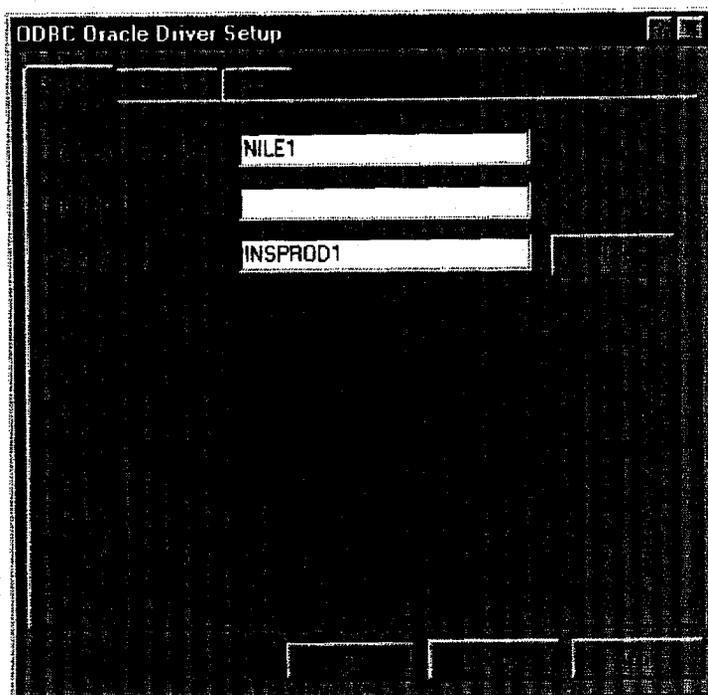
Exhibit 3-18: Create New Data Source

(b)(2)



16. At the Create New Data Source screen select INTERSOLV 3.01 32-BIT Oracle 7, then Click on Finish.

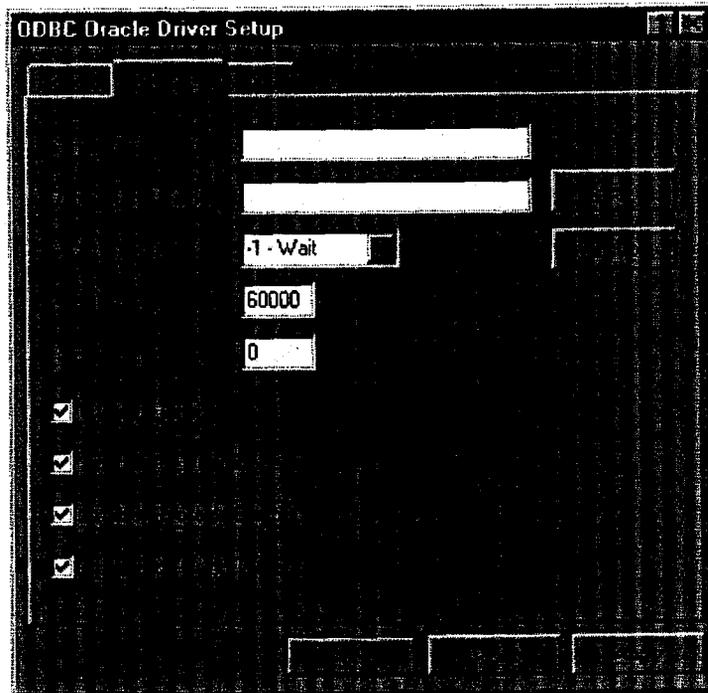
Exhibit 3-19: ODBC Oracle Driver Setup



17. At the ODBC Oracle Driver Setup screen , in the Data Source Name field type NILE1, and at the Server Name type INSPROD1.

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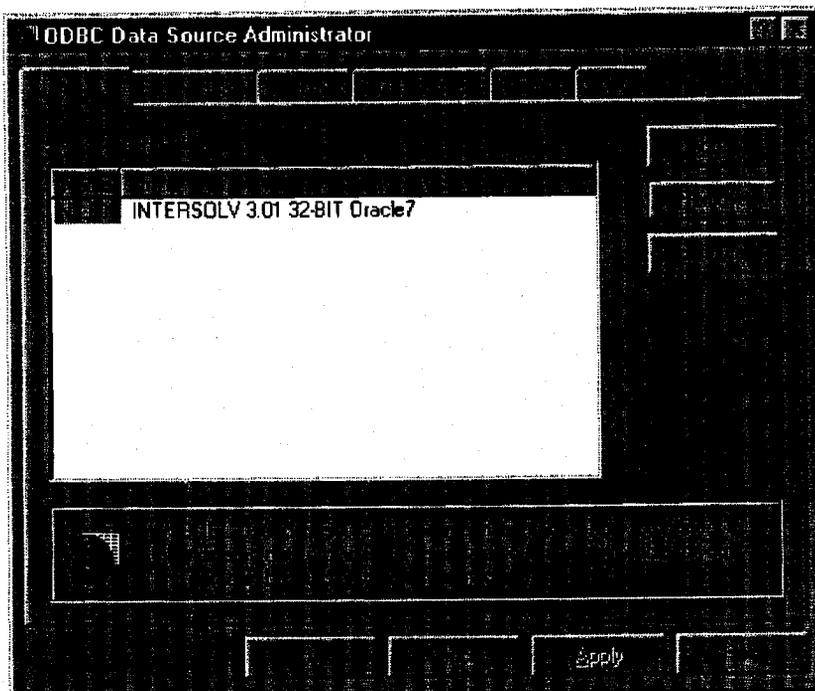
Exhibit 3-20: ODBC Oracle Driver Setup



18. Under the Advanced folder tab of the ODBC Oracle Driver Setup Screen, place a check next to all boxes, click on Apply, and click on OK.

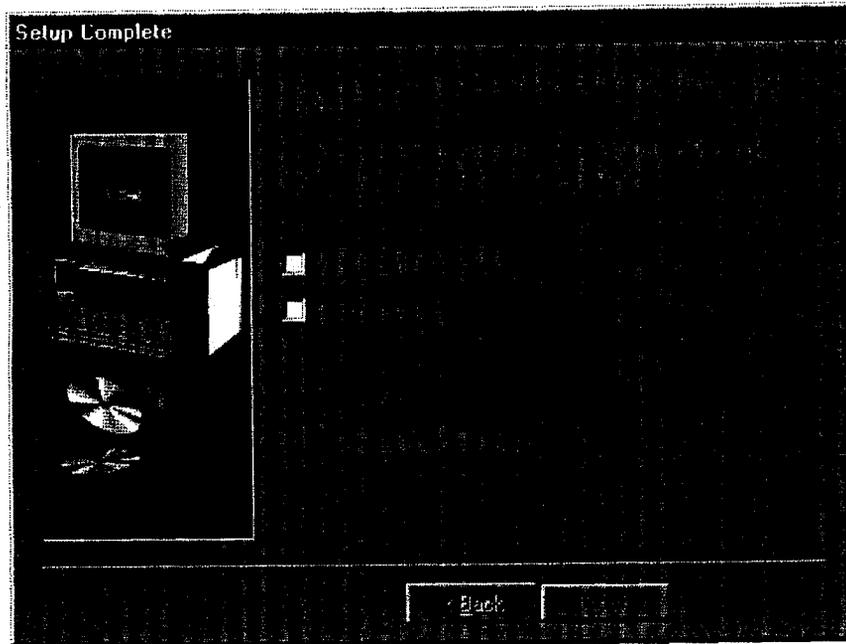
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Exhibit 3-21: ODBC Data Source Administrator



19. Click on OK.

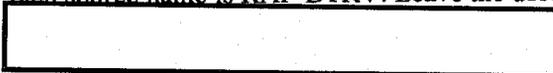
Exhibit 3-22: Setup Complete



20. Click on Finish. Now the ODBC ORACLE 7 Driver installation should be complete.

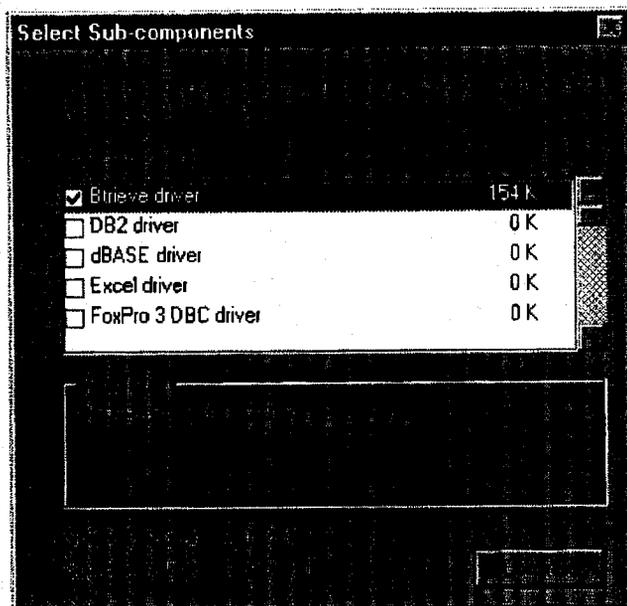
NOTE: The ODBC install steps must be repeated to install the Btrieve driver. This is done by returning to step 2 but selecting the Btrieve driver. Deselect replace existing driver and deselect create default data source. At the driver setup, select Intersolv Btrieve driver and click finish. The data source name is RAF-BTRV. Leave the description field blank. The database directory is

(b)(2)



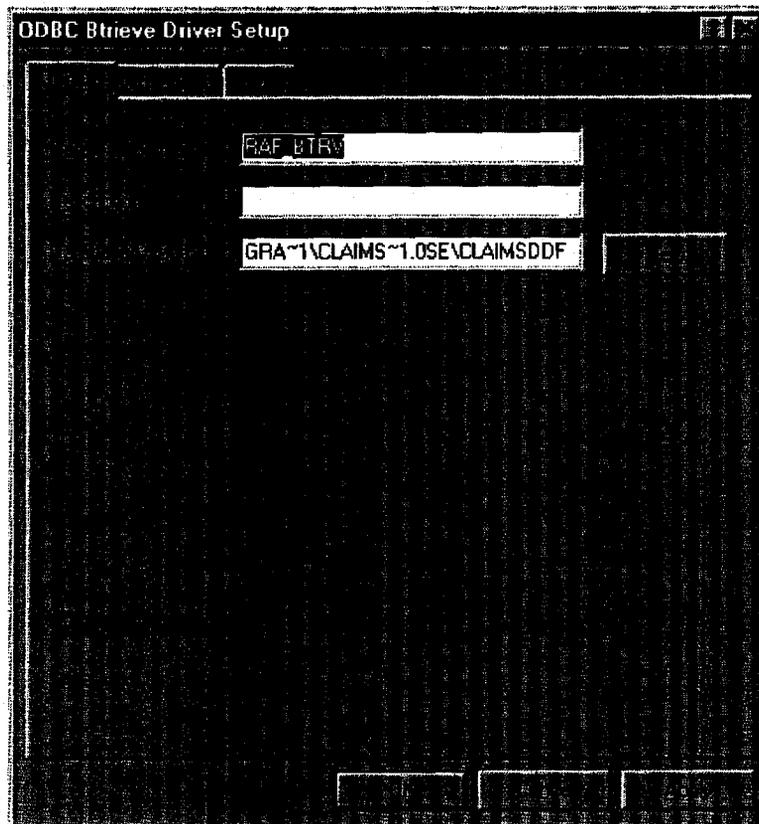
Click on Apply, and click OK.

Exhibit 3-23: Select Sub-components



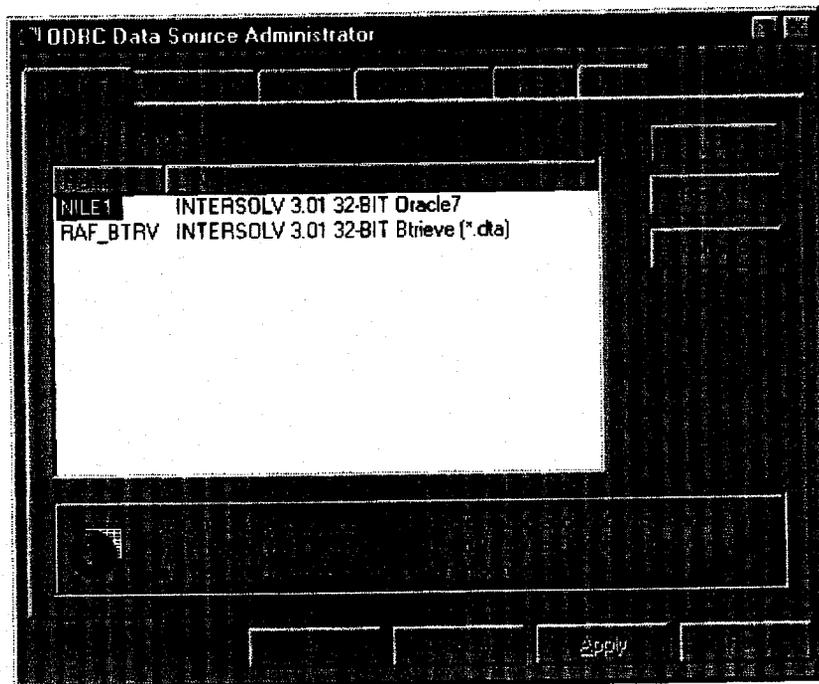
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Exhibit 3-24: ODBC Btrieve Driver Setup



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Exhibit 3-25: ODBC Data Source Administrator



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3.3.9 ORACLE Version 7.0 Installation and Configuration

The following steps describe the installation procedures for ORACLE Version 7:

1. Double click on My Computer.
2. Click on CLAIMS 4 Baseline CD and click on C4SvR.
3. Click on Oracle folder and click setup.exe.
4. The Oracle Installer prompts for a default language. Click on OK.
5. The next screen prompts for a Company Name and install location. Type INS for the Company Name and press Enter.
6. Change Oracle Home Field to click OK.
7. The next screen displays that the Windows NT Registry file has been modified. Click on OK.
8. The next screen will show software available for installation. Select ORACLE 7 Client and click on Install.
9. Select Application User from the ORACLE 7 Options screen and click on OK.
10. The next screen shows several highlighted software items. Press and hold the CTRL key and click on selections that are not to be installed. Highlight Oracle Installer, SQL Net Client and SQL Plus, click OK.
11. The TCP/IP selection should only be checked. Remove any other check marks.
12. Click on OK. The installer will then complete the installation. If the Software Asset Manager screen fails to display as the active window, click on the Software Asset Manager title bar in the background to make it become the active window.
13. Click on Exit to leave the installer.
14. From the confirmation screen, click on Yes.
15. From the Information screen, click on OK.
16. Double click on SQL*Net Easy Configuration. (From Start\Program\Oracle)
17. A menu is displayed with several choices; click on Add Database Alias, then click on OK.
18. Enter the Database Aliases (enter same name as DBC server name in ODBC administrator from Roadmap See Exhibit 3-4) and click on OK (INSPROD1).
19. In the box below, type in Host Name (for example, Nile1, or the IP address of the Oracle Server) and press Tab (**PROD01**).

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20. Enter the Database Instance Name (for example, dc01) and click on OK (PROD1).
21. Click on Yes to confirm the settings.
22. Select Exit SQL*Net Easy Configuration and click on OK.
23. Repeat 16-20 for INSPROD2, PROD02, and PROD2.
24. Close all open windows.
25. Click on OK.

3.3.10 Run OBC3FIX.REG

(b)(2)

1. Double click on My Computer.
2. Double click on CD Drive icon to open the Production Baseline CD.
3. Go to ODBC Folder and Double click on
4. A screen should be displayed indicating that this file has been successfully entered into the registry. Click on OK to close this box.

3.3.11 CLAIMS Build Installation

The following steps describe the installation procedures for the CLAIMS 4 server:

1. Insert the CLAIMS 4 CD into CD tray.
2. Double click on My Computer.
3. Double click on CD Drive icon to open the CLAIMS 4 CD.
4. Double click on C4Svr.
5. Click on \SETUP.EXE.
6. A welcome screen is displayed. Click on Next.
7. From the Select Program Folder screen, the system will determine if there is enough disk space available, and then determine a Program folder location. Click on Next to continue.
8. From the Start Copying screen, confirm all previous choices selected and click on Next. The server installation will now show the installation of all server files.
9. Once a completion message appears, you can choose to view the readme file. Click on Finish. (After CLAIMS 4.0 is installed and a Docprod directory and subdirectory on the D: drive, create a shared with the Docprod as a shared name and give a full shared and NTFS permission to this directory and subdirectory below it).

RACMGRPATCH Installation

10. Click on Start => Run. Type E:\RacmgrPatch\Racmgr.exe and click on OK.

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11. From the Welcome screen, click on Next.
12. From the Select Destination Directory screen, click on Browse.
13. Change the directory to C:\winnt\system32, then click on OK.
14. Click on Next.
15. Click on Next.
16. From the Installation Complete screen, click on Finish.
17. Click on Start => Run. In the OPEN field, type [redacted] and click on OK.
18. This action will execute a program called Rac Manager. In the OLE values field, highlight all the OLE objects in the left-hand window (From the top click and hold the Shift Key, Scroll down to the bottom and Click). Once the field is highlighted, you will see a radio button on the right-hand side that is labeled Allow All Remote Creates. From the Permissions pull-down menu, select Allow Remote Activation. Select All Remote Creates. On the right-hand side, you will still see a folder tab that is labeled Server Connection. Click on this folder tab.
19. In the registry drop-down name, select local.
20. Click on Apply. This will set all the OLE objects to allow for a remote connection.
21. You will see it change to LOCAL in the middle of the window. Close the RAC Manager by clicking on the X in the upper-right corner.
22. Click on Start, Control Panel, and ODBC 32.
23. Click on the Add button.
24. Click on Start and then Run In the OPEN field, type [redacted] This will execute the automation manager. (Also creates shortcut on the desktop)
25. Click on OK
26. Click on Start and then Run and in the OPEN field, type [redacted] [redacted]. Click on OK. (Also creates shortcut on the desktop)
27. Close all these applications by clicking on the X in the upper-right corner of each application box.
28. Create desktop icons for Workflow Server, Automation Manager, Interface, Nbatch Create, Paymerge, and RAC Manager.

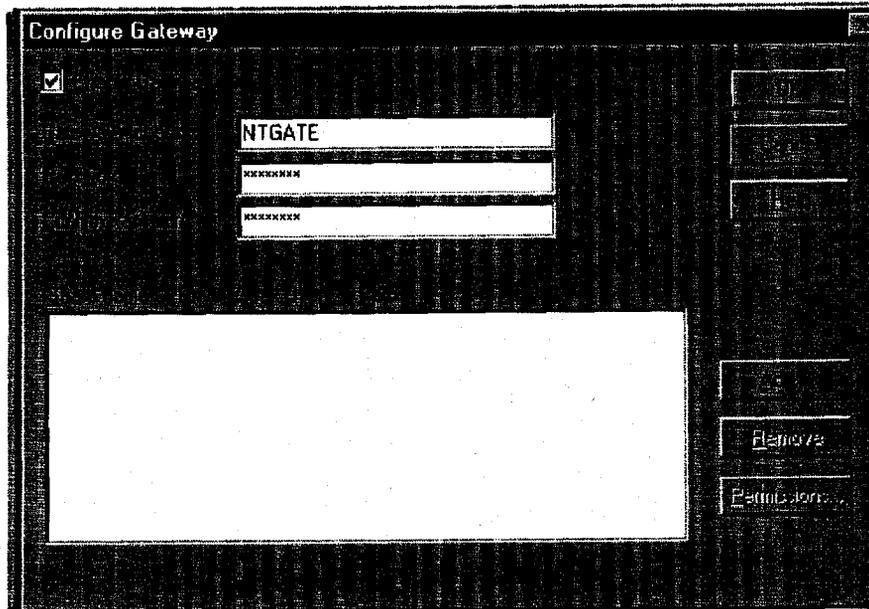
NOTE: Automation Manager is under [redacted] is under [redacted]

3.3.12 NT Gateway

Before starting this process, ask ADP to create NT Gateway Group and add XXXC4SUSR into the group. Also, ensure the group has the appropriate rights to the RAFACS Directory. Verify the existence of a user ID (XXXc4SUSR) on the Novell RAFACS server by performing the following steps:

1. At the server, log on if you have not already done so.
2. Click on Start => Settings => Control Panel.
3. Double click on the GSNW icon.
4. The NetWare services panel is displayed. Click on the Gateway button.
5. The Gateway panel is displayed as shown in Exhibit 3-6, Configure Gateway Screen. Click on Enable Gateway and then enter the user ID that was created on the Novell server (for example: NTGATE) and press Tab.

Exhibit 3-26: Configure Gateway Screen



6. Type in the password assigned to the user ID and press Tab.
7. Retype the same password and click on OK.
8. The panel will close, click on the Gateway button again.
9. On the Gateway panel, click on Add Share.

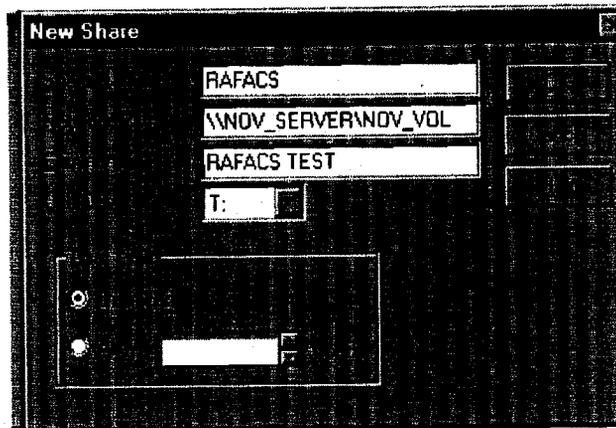
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10. The New Share panel is displayed as shown in Exhibit 3-7, New Share Panel Screen. In the next four fields, type in the following:

- RAFACS
- \\(Novell Server Name)\(Novell Volume Name)
- RAFACS Test
- Select Drive letter S

Exhibit 3-27: New Share Panel Screen



11. Click on OK.

3.3.13 Hewlett-Packard Jet Admin 2.45 Installation

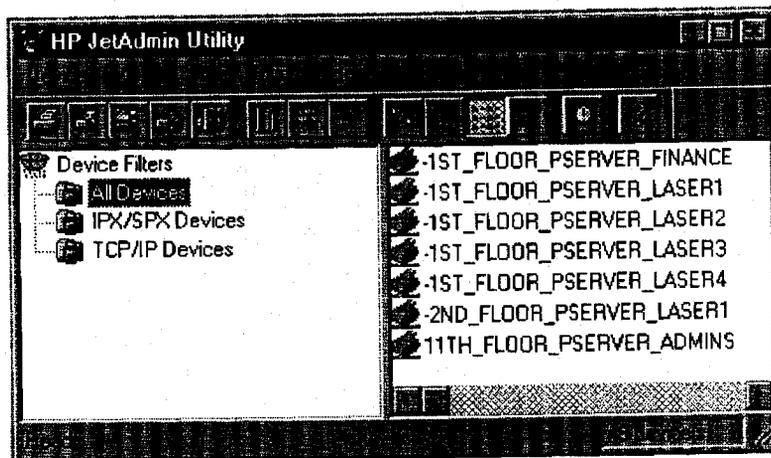
The following steps set up your server as your print server

1. Log on to the NT server with Administrator rights.
2. At the desktop, click on Start and then Run. Type in [redacted] and click on OK.
3. A Welcome screen is displayed. Click on Next to proceed.
4. The Software License Agreement pop-up menu is displayed. Click on Yes.
5. The Install Components Window is displayed. Click on Next.
6. The Select Program Folder window is displayed. Click on Next.
7. Click on Next until the installation process begins.
8. At the pop-up menu, click on No to the question on the Read-Me files.
9. Click on Finish.

(b)(2)

10. Click on No.
11. Press Start =>Program =>HP JetAdmin Utilities =>HP JetAdmin.
12. The HP JetAdmin Utility pop-up window is displayed as shown in Exhibit 3-8, JetAdmin Utility Screen.

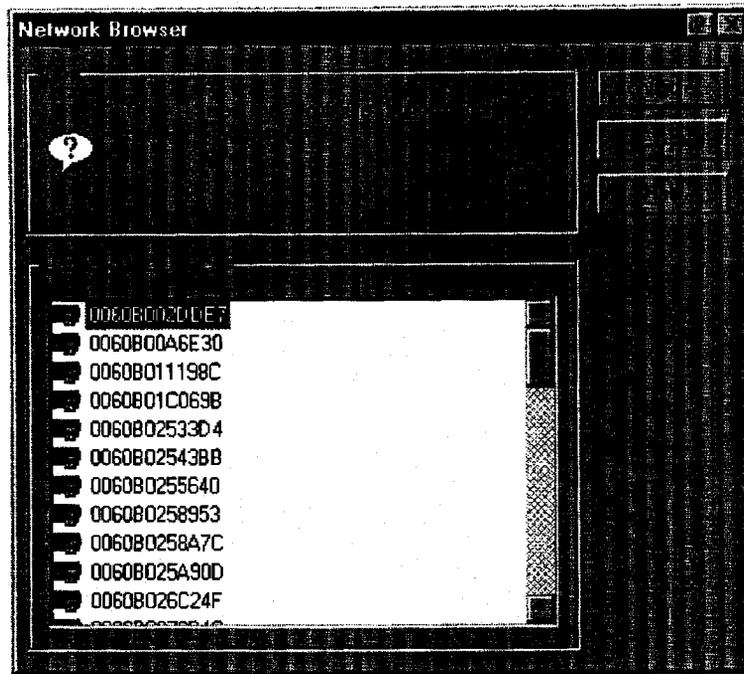
Exhibit 3-28: HP JetAdmin Utility Screen



13. Under Device menu, select New. The Network Browser window is displayed as shown in Exhibit 3-9, Network Browser Screen.

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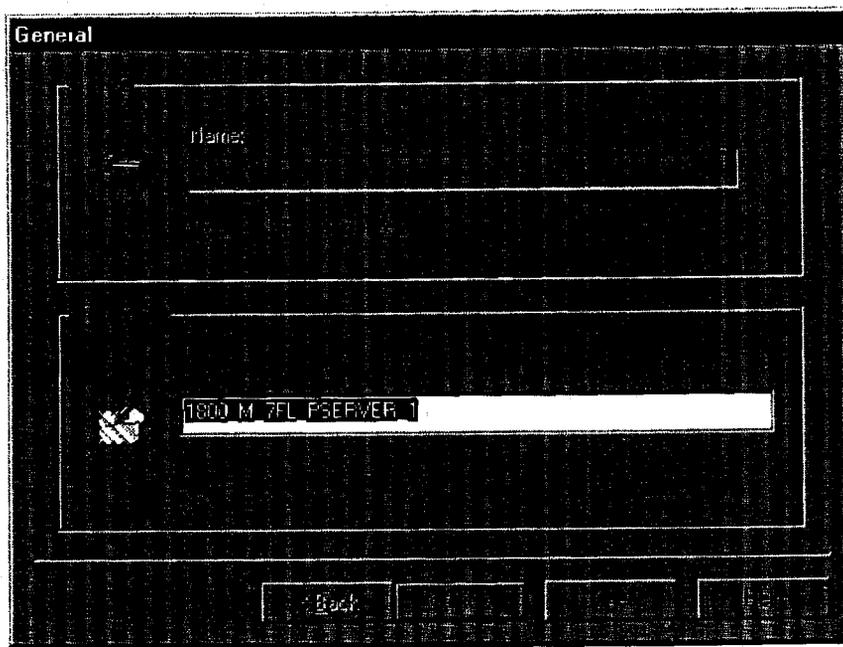
Exhibit 3-29: Network Browser Screen



14. Under the Unconfigured Devices box, highlight the card with the LAN Hardware Address (MAC address) matching your Configuration Page (the information is found under HP MIO1 or HP MIO2) and click on Configure. The left HP MIO 1 is for the top card in the printer and the right HP MIO 2 is for the bottom card in the printer.
15. Under the Description box of the General pop-up window as shown in Exhibit 3-10, General Screen, provides an appropriate location description where the printer resides and click Next.
16. The TCP/IP pop-up window is displayed as shown in Exhibit 3-11, TCP/IP Window.

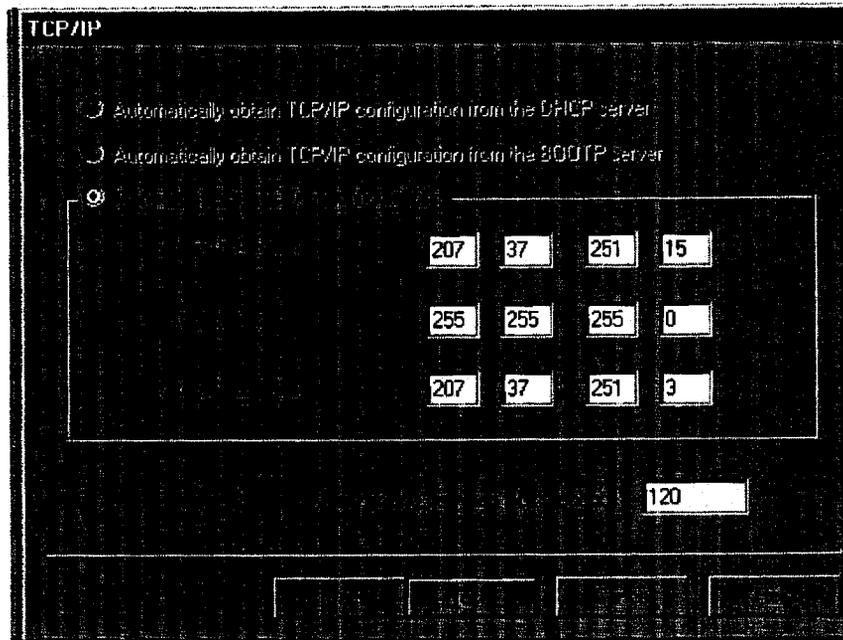
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Exhibit 3-30: General Screen



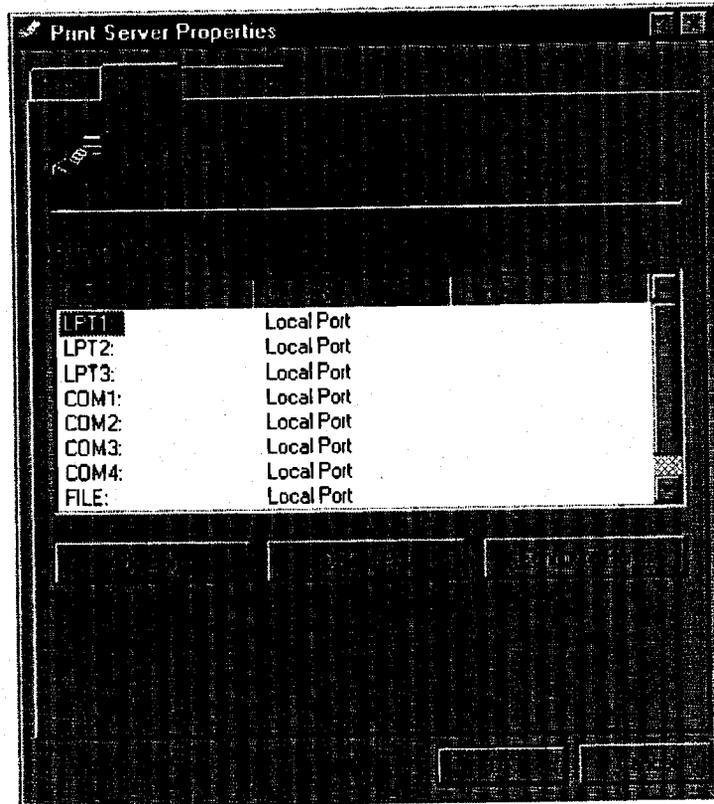
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Exhibit 3-31: TCP/IP Window



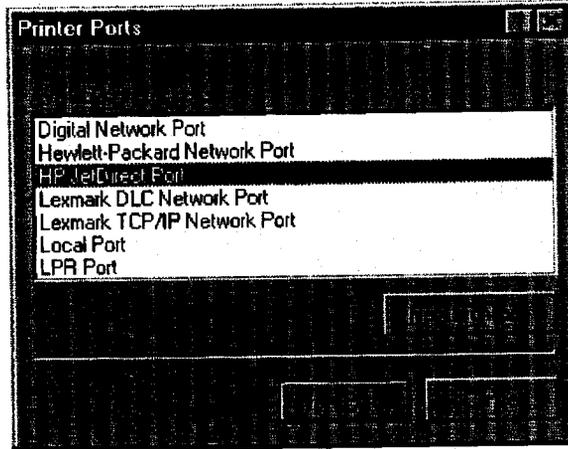
17. Under TCP/IP window, type in the TCP/IP Address, Subnet Mask, and Default Gateway. Click on Next. The Optional Window is displayed.
18. Click on Finish.
19. In the pop-up box, Do you want to save new device configuration, click on OK.
20. Click on Close. The HP Jet Admin Utility is displayed. You should see the new configuration TCP/IP, Hardware, TCP/IP, and IPX/SPX addresses .
21. Click on the Device Menu and Exit.
22. On the Windows Desktop, click on Start =>Setting =>Printers.
23. Under File menu, select Server Properties. The Print Server Properties window is displayed as shown in Exhibit 3-12, Print Server Properties Window.

Exhibit 3-32: Print Server Properties Window



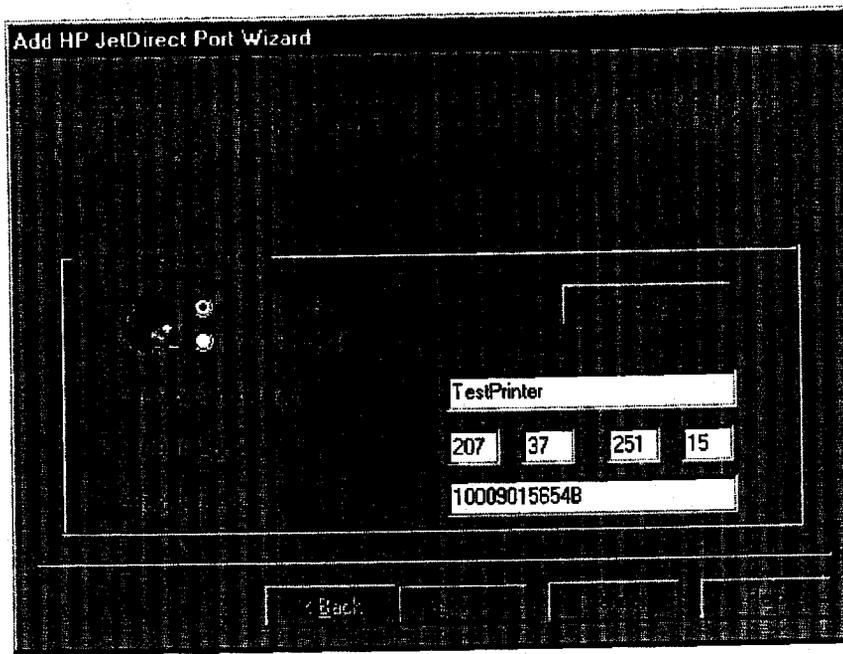
24. Click on the Port folder tab and select Add Port. The Printer Ports window is displayed as shown in Exhibit 3-13, Printer Ports Window.

Exhibit 3-33: Printer Ports Window



25. Under Printer Ports window in the Available Printer Port box, highlight HP JetDirect Port, and click on New Port.
26. Under Add HP JetDirect Port Wizard as shown in Exhibit 3-14, Add HP JetDirect Port Wizard Screen, select TCP/IP printer radio button and click on Search. If you do not see your newly configured TCP/IP and Hardware addresses, click Refresh.

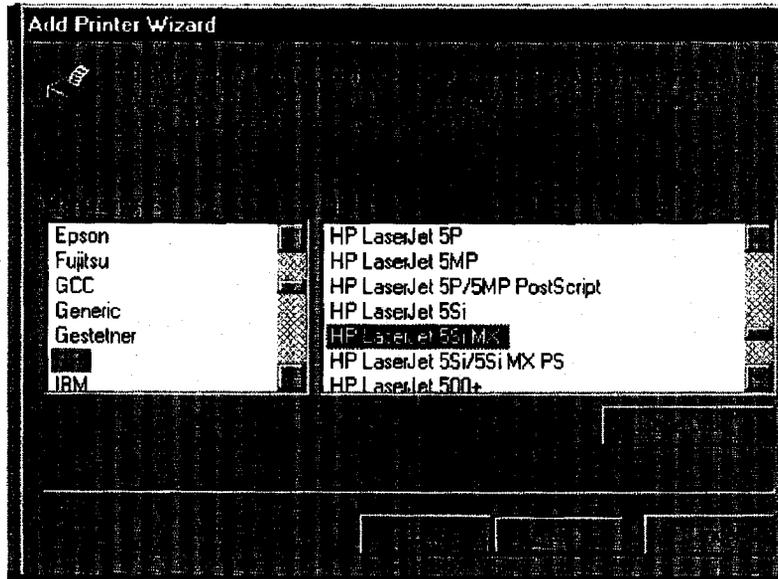
Exhibit 3-34: Add HP JetDirect Port Wizard Screen



27. Under Name, select Unknown with your newly configured TCP/IP address and then click on OK.
28. In the Network Printer Name box, erase Unknown and provide appropriate name using the INS Naming convention for network devices.
29. Click on Next. The Add HP JetDirect Port Wizard pop-up window continues to be displayed. Please wait while the system searches.
30. The printer's IP address appears in the Port Name window. Double click on Next.
31. Click on Finish.
32. Click on Close.
33. Click on OK.
34. Double click on the Add printer icon while you are still in the Printers window.
35. Under the Add Printer Wizard as shown in Exhibit 3-15, Add Printer Wizard Screen, select the My Computer radio button and click on Next.
36. Find the port with a newly configured TCP/IP address and click on Next.

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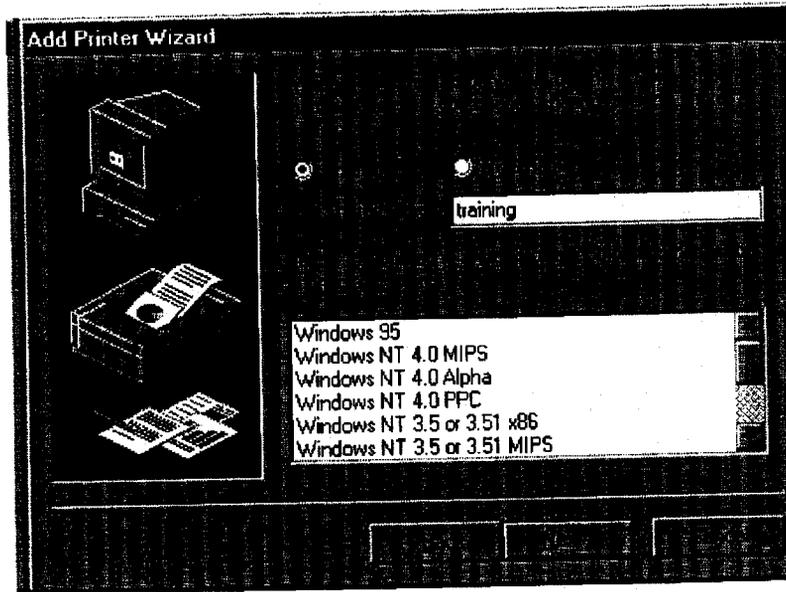
Exhibit 3-35: Add Printer Wizard Screen



37. Click on Have Disk.
38. In the Copy manufacturers files from box, enter E:\TF444 and click OK.
39. Click on the Shared radio button as shown in Exhibit 3-16, Add Printer Wizard Screen (Shared), and provide share name (use the network name, such as HP5-PROD). Click on Next.
40. A message will show that DOS programs may not be able to use the long name convention.

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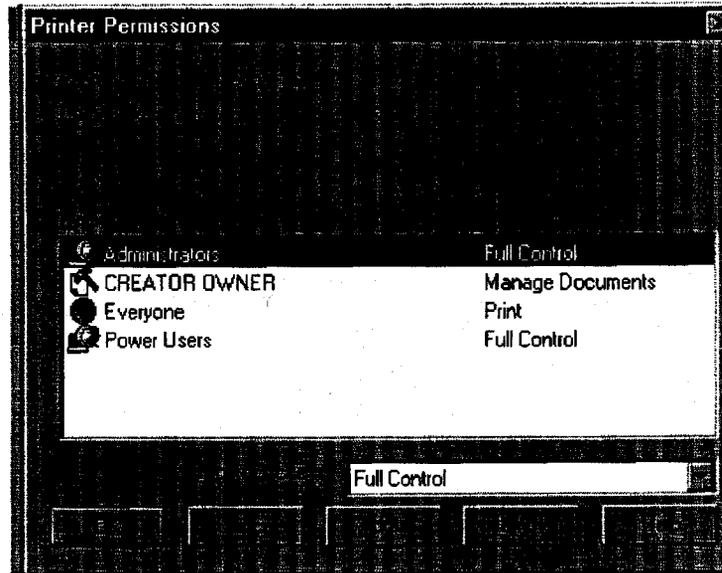
Exhibit 3-36: Add Printer Wizard Screen (Shared)



41. Click on the Yes radio button to print a test page and click on Finish.
42. If the Test page prints correctly, click Yes; otherwise, click No to troubleshoot the problem.
43. Right click on the newly shared HP 5Si/MX printer and select Properties. The properties page will be displayed.
44. Select NP LV 5si/5si Mx with TF44 and click Next.
45. Under security tab, select Permissions. The Printer Permissions screen as shown in Exhibit 3-17, Printer Permissions Screen. Make sure of the following:
 - Administrator group and Power Users group have full control rights.
 - CREATOR OWNER has the Manage Documents rights.
 - Everyone has Print rights.

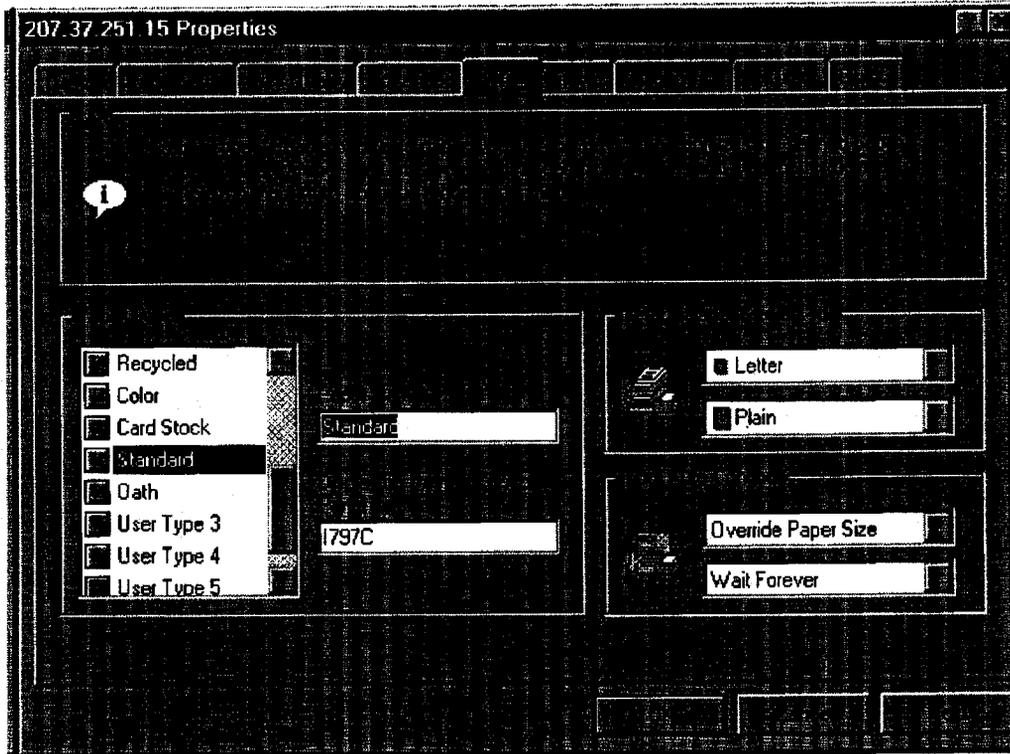
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Exhibit 3-37: Printer Permissions Screen



46. Click on OK.
47. Click on OK to exit.
48. Click on Start => Programs => HP Jet Admin Utilities => Jet Admin.
49. Right click on the server printer and click on Properties. The Properties screen is displayed.
50. Select Page Setup tab. Make sure Paper Size equals Custom, and Form Lines equals 60.
51. Select the Paper tab as shown in Exhibit 3-18, Properties Screen Paper Tab.

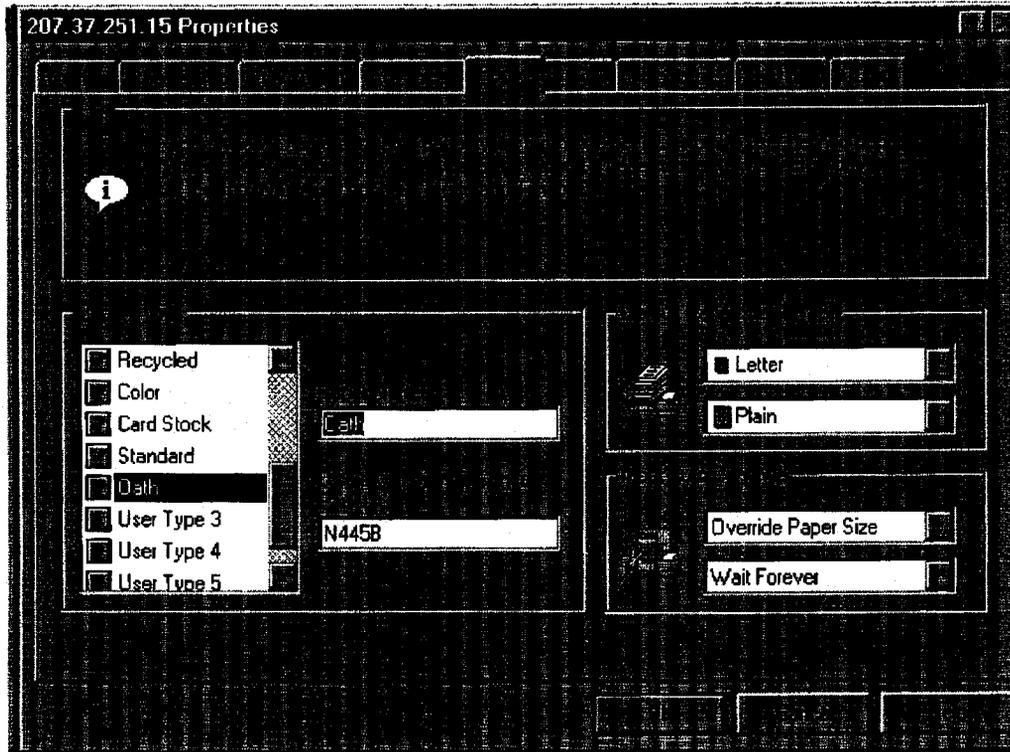
Exhibit 3-38: Properties Screen Paper Tab



52. In Paper Types box, scroll down and click the sample for User Type1. The box shows a check mark. Change Paper Name to Standard. Type I797C in the Display on Device Control Panel As box.
53. Repeat Step 5 and enter the user-defined paper for type 2 and type N445B in the Display on Device Control Panel As box. In the Paper Name box, type Oath, as shown in Exhibit 3-19, Properties Screen Paper Tab (Oath). This process sets up the batch printer paper types.

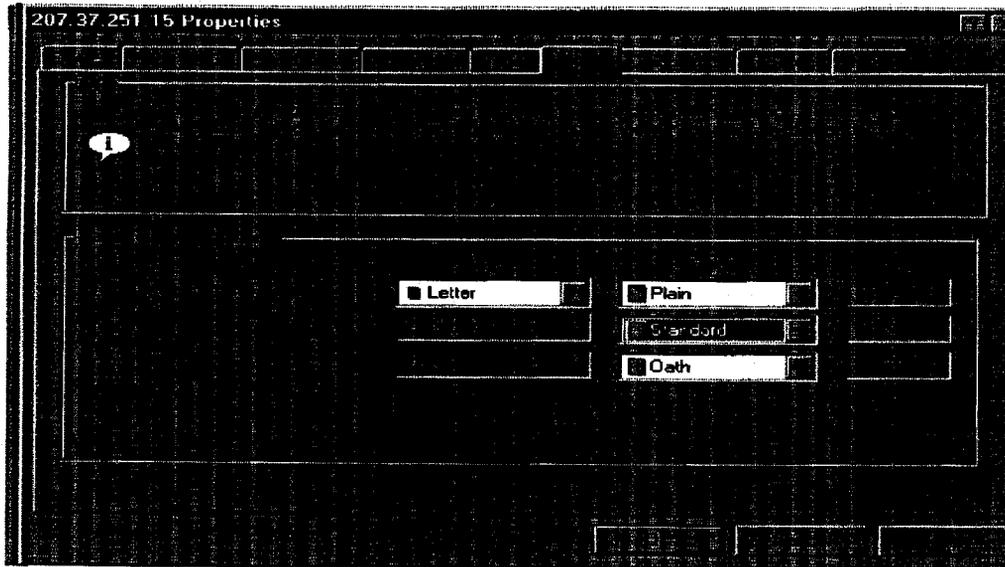
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Exhibit 3-39: Properties Screen Paper Tab (Oath)



54. To assign the paper types to Trays 2 and 3 on the printer, click on the Trays tab as shown in Exhibit 3-20, Properties Screen Trays Tab. Click Tray 2 and choose Standard paper type from the list of paper types. Click Tray 3 and choose Oath paper type from the list of paper types. For DOs, add Certificates paper size by selecting Custom under Tray 1.

Exhibit 3-40: Properties Screen Trays Tab



55. Assign the paper types to Trays 4 through 6 on the printer. Go to the 5Si printer. Take the printer off-line.
56. On the printer, click the Menu button until the Tray menu appears. Click the Item button until Tray 2 appears. Tray 1 is manual feed. Do not use this tray for batch printing. Verify that the Tray 2 paper type is displayed as I797C, click the Item button until Tray 3 appears. Verify that Tray 3 is displayed as N445B. Click the Item button until Tray 4 appears. Press the + button until you see the paper type you want (I797C or N445B). Click the Select button and then click the Item button. Repeat these steps for trays 5 through 6.

3.3.14 Create Three New Users

The following are ways to create three new users:

(TSC) C4USR-local admin rights (default) - XXXC4SUSR

(TSC) ADP01- local admin rights (default) - XXXADP01

Perfmon- local admin rights

(-) add system

(-) shutdown system

(-) nofi___ mods

Perfmon- remove domain access

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3.4 Client Workstation Configuration Processes

The CLAIMS 4 end-user client workstation is a standard TIP workstation. The client workstation contains several peripheral devices depending on the role of the end user. These devices include the zebra label printer, check endorser printer, and the wand.

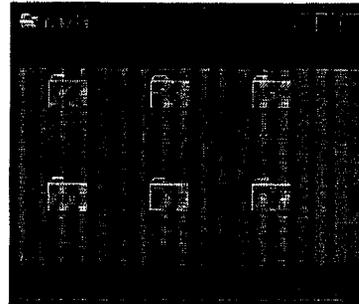
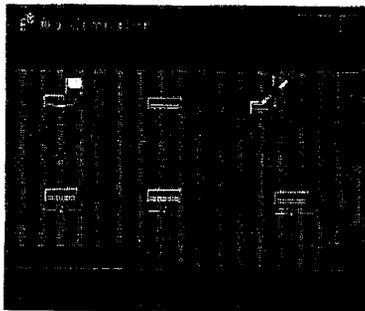
3.4.1 ODBC Driver Installation

Note: Ensure the ODBC driver is installed. If not, follow the steps below.

The instructions for installing the ODBC driver are as follows:

1. Use the CLAIMS 4 Client Baseline CD for this section. Insert the CLAIMS 4 Client CD into the CD tray.
2. At the desktop, click on my computer/C4client CD/C4 client folder/ ODBC.

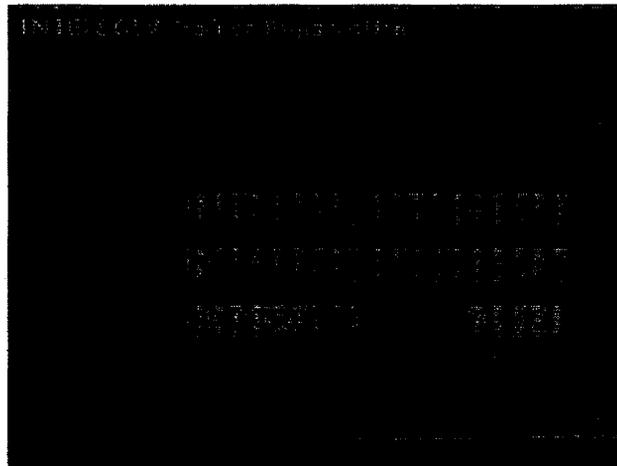
Exhibit 3-41: ODBC Driver Installation



3. The Welcome screen is displayed. Click on Next.
4. At the next screen as shown in Exhibit 3--24, Intersolv Product Registration Screen, type in INS for both the name and company, then type in the serial number (for example, 110000036088) and its associated key (for example, 73617252). The CLAIMS 4 deployment group will provide a key on request.

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Exhibit 3-42: Intersolv Product Registration Screen



5. Click on Next when complete.
6. At the Registration Confirmation screen, click on Yes.
7. At the Intersolv Product License Agreement screen, click on Yes.
8. At the next screen as shown in Exhibit 3-25, Intersolv Product Registration Successful Screen, click on OK.

Exhibit 3-43: Intersolv Product Registration Successful Screen

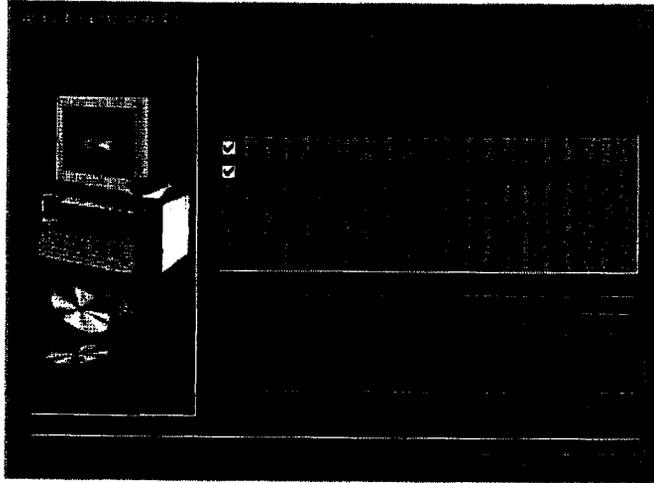


9. At the Possible Driver Requirements screen, click on Next.
10. At the Setup Type selection screen, make sure that Typical Install is selected, then click on Next.
11. At the Install Directory screen, accept the default and click on Next.
12. At the Driver Install Directory screen, accept the default and click on Next.

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- At the Select Components screen, as shown in Exhibit 3-26, Select Components Screen, make sure that both ODBC Pack Program Files and Driver options are selected. Click on the Change button.

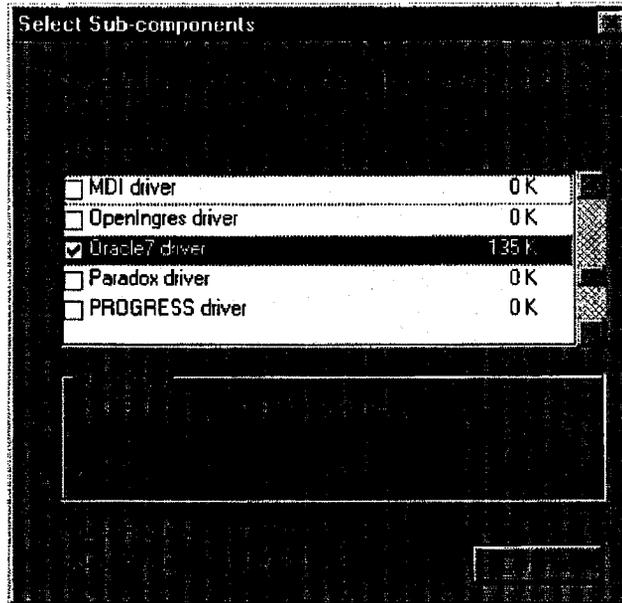
Exhibit 3-44: Select Components Screen



- The Select Sub Component screen, as shown in Exhibit 3-52, Select Sub Component Screen, is displayed.
- Select Oracle 7, then click on Continue.

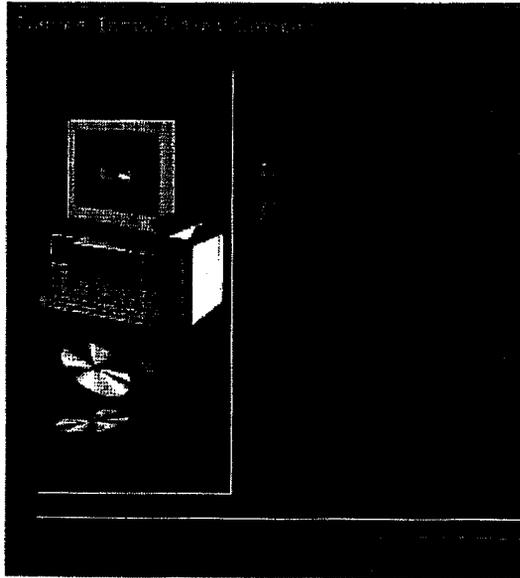
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Exhibit 3-45: Select Sub Component Screen



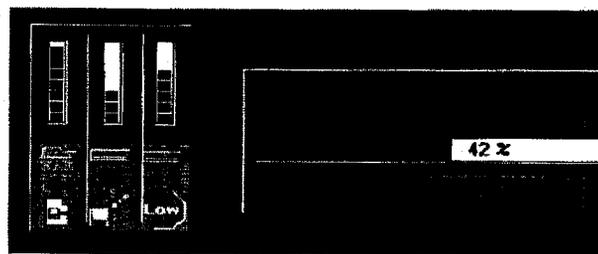
16. The Select Components screen is still displayed. Click on Next.
17. The Driver Installation Options screen, as shown in Exhibit 3-28, Driver Installation Options Screen, is displayed.

Exhibit 3-46: Driver Installation Options Screen



18. Deselect the Create Default Data Sources box, then click on Next.
19. The Select Program Folder screen is displayed. Accept the defaults and click on Next.
20. The installation begins. The screen shown in Exhibit 3-29, Install Screen, will appear.

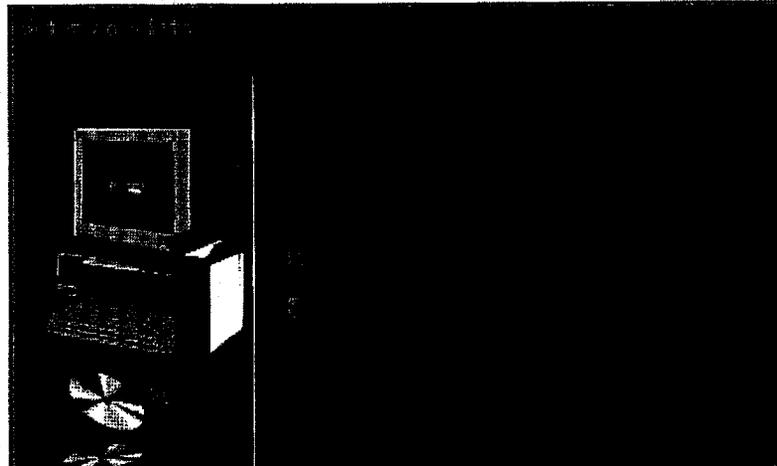
Exhibit 3-47: Install Screen



21. When the Setup Complete screen appears, as shown in Exhibit 3-30, Setup Complete Screen, click on Configure Drivers check box.
22. Click on Finish to configure the ODBC drivers.

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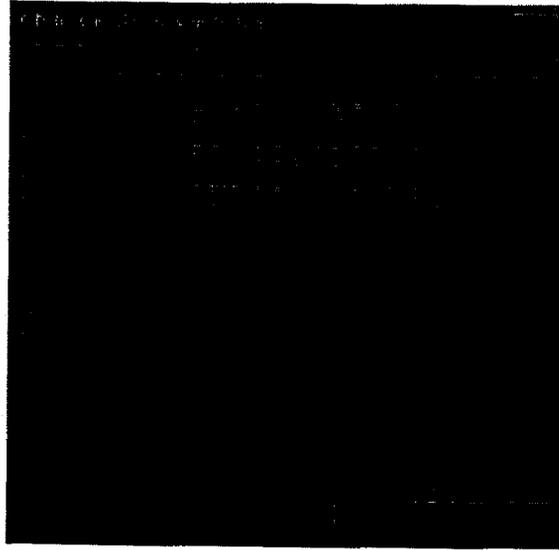
Exhibit 3-48: Setup Complete



23. The ODBC Data Source Administrator window is displayed.
24. Under the User DSN folder tab, click on Add.
25. The Create New Data Source screen is displayed. Select INTERSOLV 3.01 32-bit ORACLE 7 and click on Finish.

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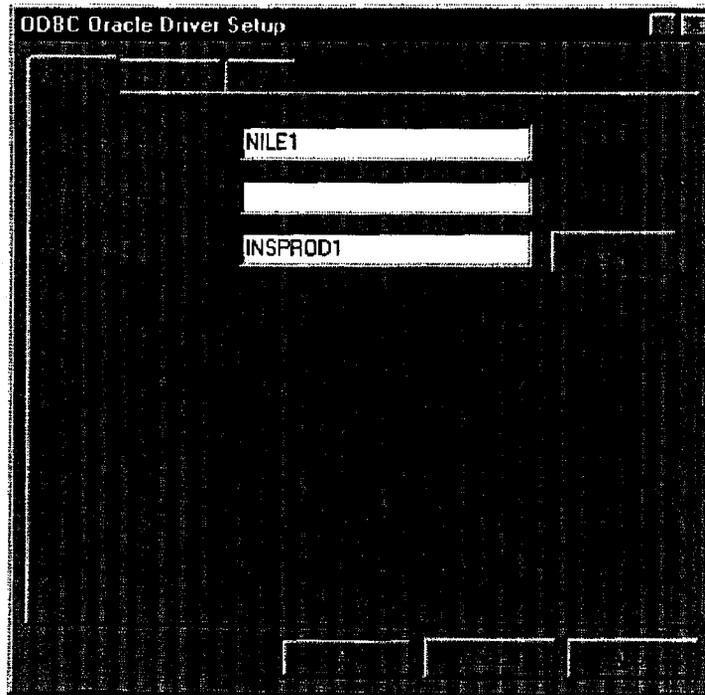
Exhibit 3-49: ODBC Oracle Driver Setup Screen



26. The ODBC Oracle Driver Setup screen is displayed, as shown in Exhibit 3-31, ODBC Oracle Driver Setup Screen.
27. In the Data Source Name field, type Nile1.
28. Leave the Description field blank.
29. In the Server Name field, type INSprod1. Exhibit 3-32, ODBC Oracle Driver Setup Screen 2, displays the fields and the correct information.

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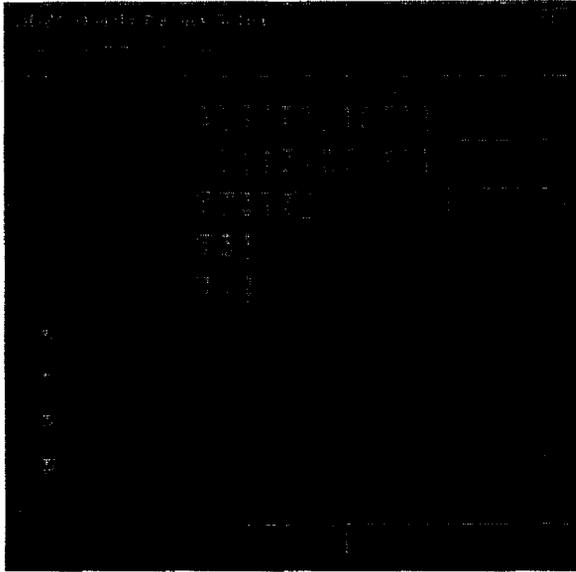
Exhibit 3-50: ODBC Oracle Driver Setup Screen 2



30. Under the Advanced folder tab, as shown in Exhibit 3-33, ODBC Oracle Advanced Tab Screen, place a check next to Catalog Options, EnableSQLDescribeParam, and Enable Scrollable Cursors. Leave all other options at default and click on OK.

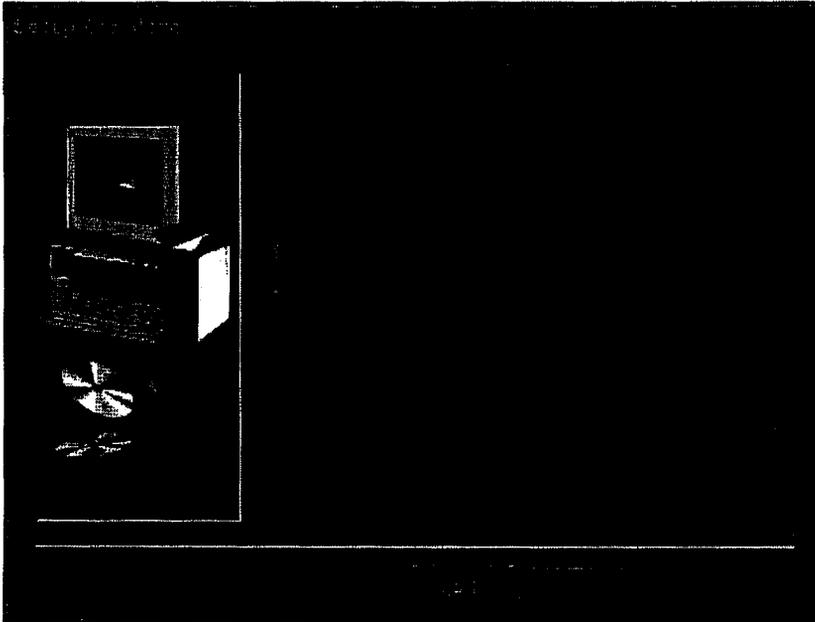
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Exhibit 3-51: ODBC Oracle Advanced Tab Screen



31. When the ODBC Data Source Administrator screen is displayed, click on OK.

Exhibit 3-52: Setup Complete Screen



32. When the Setup Complete screen is displayed, as shown in Exhibit 3-34, Setup Complete Screen, click on Finish.

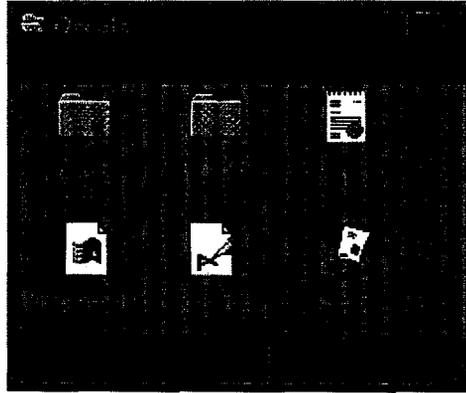
3.4.2 Oracle Client Installation

Note: Ensure Oracle is installed and configured. If not, follow the steps below.

1. Use the Claims 4 Client Baseline CD for this section. Insert the CLAIMS 4 Client CD into the CD tray.
2. At the desktop, click on my computer/C4clientCD/C4client folder/Oracle.

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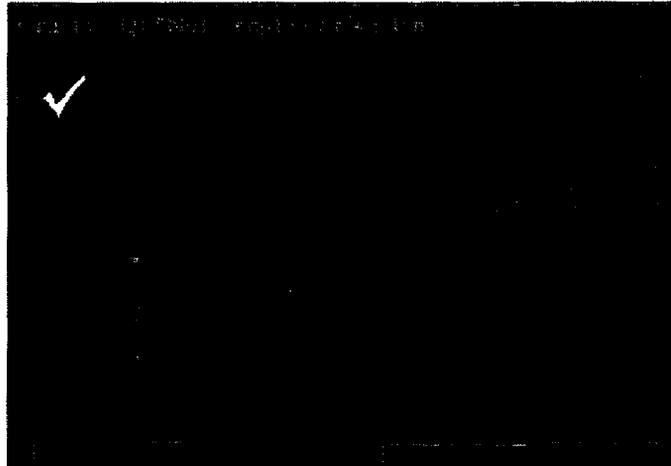
Exhibit 3-53: Oracle



3. The Oracle Installer will ask for a default language. Click on OK to accept English.
4. When the Oracle Installation Settings screen appears, click on OK to accept the defaults.
5. At the configuration screen, click on OK.
6. Highlight Oracle 7 Client in the left box. Click on the Install button in middle of the screen.
7. When the Oracle 7 Client screen appears, choose Application User and click on OK.
8. When the Application User screen appears, highlight only Oracle Installer and SQL*Net Client by holding down the **Shift** key and clicking on both clients. Then, click on OK.
9. The Oracle SQL*Net Adapter Selection screen is displayed, as shown in Exhibit 3-36, Oracle SQL*Net Adapter Screen. Select only TCP/IP and click on OK.

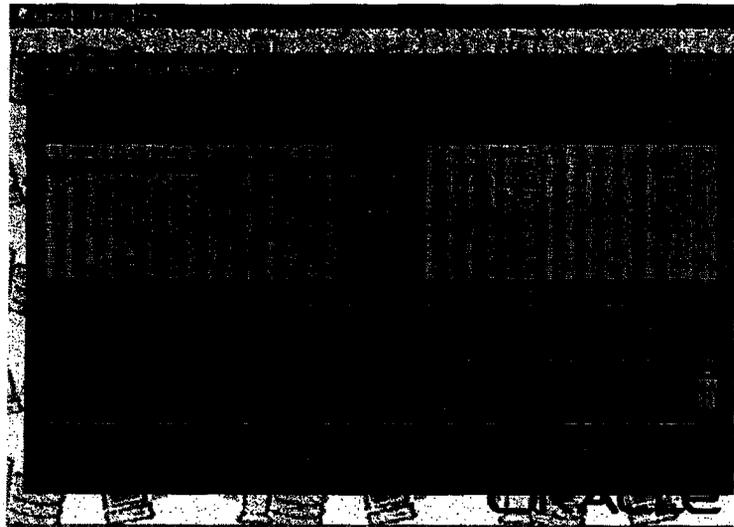
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Exhibit 3-54: Oracle SQL*Net Adapter Screen



10. When the Notification screen indicates that the installation is complete, click on OK.
11. When the Software Asset Manager screen is displayed, click on Exit.

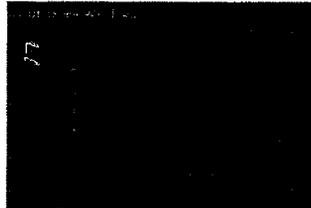
Exhibit 3-55: Software Asset Manager Screen



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12. When the Confirmation screen appears and asks if you are sure that you want to exit, click on Yes.
13. When the Information screen appears, read the information and then click on OK.
14. Drill down to Oracle for Windows 95 and click on SQL*Net Easy Configuration.
15. The SQL*Net Easy Configuration screen is displayed.
16. Select Add Database Alias and click on OK.
17. When the Choose Database Alias Screen appears, type pyr150 in the Database alias field and click on OK.
18. Choose TCP/IP Host Name and Database Instance screen appear.
19. In the TCP/IP Host Name field, type Nile1.
20. In the Database Instance field, type dc01, then click on OK.
21. When the Confirm Adding Database Alias screen appears, double check your input and click on Yes.
22. The SQL*Net Easy Configuration screen is displayed.
23. When you have finished making all entries, select Exit SQL*Net Easy Configuration.
24. Click on OK.

Exhibit 3-56: Shut Down Windows Screen



25. You must restart system by going to the Shut Down Windows screen, as shown in Exhibit 3-56, Shut Down Windows Screen, before Oracle is properly setup. The workstation has been loaded for the CLAIMS 4 Application. You will now configure the printers and external devices for the CLAIMS 4 environment.

3.4.3 Printer Driver Installation

The printer driver installation will not work properly unless the correct version of the directory. First, install a HP

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LaserJet 4Si printer. The HP LaserJet 5Si driver does not use this file; therefore, it will not resolve the installation. Perform the following steps to install the printer driver:

1. Install the HP 4Si printer (Office Automation) before installing this driver.
2. Click on Start, then move the pointer to Settings and click on Printers.
3. Double click on Add Printer.
4. When the Add Printer Wizard screen is displayed, click on Next.
5. Select Local Printer and click on Next.
6. The Drivers window is displayed. Click on Have Disk.
7. Insert the CLAIMS 4 Workstation Software CD and type in D:\Zebra, then click on OK.
8. Select the Zebra S500/105S driver in the list and click on Next.
9. The Available Ports window is displayed. The ports window is displayed, select COM1: and click on Next.
10. The next window displays the default printer. Select the Yes radio button, then click on Next.
11. Choose No to bypass printing a test page. Click on Finish.
12. Right click on My Computer and then select Properties.
13. The system properties window is displayed. Select the Device Manager tab at the top of the window.
14. Double click on the Ports selection and then double click on the communications port (COM1).
15. Click on the Port Settings tab at the top of the window and change the settings to reflect the following:
 - Bits per second—9600
 - Data Bits—8
 - Parity—none
 - Stop Bits—1
 - Flow Control—none
16. Click OK to close out the Communications Port Properties window. Click OK on System Properties.

3.4.4 Wand-Style Bar-Code Reader Installation

The following steps are provided to ensure proper wand-style bar-code reader installation. If this is a clean installation, proceed to Step 16.

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1. The wand-style bar-code readers used with CLAIMS must be calibrated to function on each type of workstation.
2. Physically install the wand connecting the pigtail cable to the PC port and the keyboard.
3. Scan the appropriate column of bar codes from left to right. The wand will double beep at the beginning and end of the column and single beep at the end of each code entry.
4. Read a test label into a DOS or Word screen to verify functionality.
5. CLAIMS 4 Application Installation Processes.
6. In the unlikely event the CLAIMS 4 application requires reloading, the following procedure must be followed.
7. In order to install the most recent version of the CLAIMS 4 application, the previous version must be de-installed. If there is no previous version of the CLAIMS 4 application on the workstation, begin a clean install at Step 16 in this section.

3.4.5 Zebra Printer Installation

The following steps list the ways to install the Zebra printer:

1. When loading ribbon spools, verify the source/stock number of the ribbon supply being used. If Zebra Stripe brand ribbon spools are available, load them to turn clockwise according to the diagram located inside the printer cover. However, if only standard GSA ribbon spools used in Lowry and/or Prodigy Barcode printers are available (Stock # 132842), they must be loaded so the spool turns counterclockwise. Either ribbon spool may be used and will produce acceptable results.
2. Turn the printer off.
3. Look on the back of the printer. You will see eight DIP switches.
4. While looking directly at the switch bank, set the switches to the following: 1 through 3 right, 4 through 7 left, and 8 right.
5. Turn the printer back on.

3.4.6 Create Emergency Repair Disk

The following steps help to create an emergency repair disk:

1. Click on Start, click on Run, and type in rdisk.
2. Press **Enter**.
3. Answer yes to prompts.
4. Answer yes to Reboot.

3.4.7 Workstation Configuration Validation

The steps in the following sections validate the workstation configuration process.

3.4.8 MS Word 95

The following steps help walk you through the MS Word 95 process:

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1. Verify that the MS Word type library (filename: [redacted]) is located in [redacted] directory.

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2. Use the Normal.dot that is delivered with the templates as the Normal.dot for Word on the server.

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3. Verify that Normal.dot is located in the [redacted] directory.

You must be in Microsoft Word to complete the following steps:

4. Choose File.

5. Choose Page Setup.

6. Verify that the Paper Source is set to Automatic.

7. Verify the margins are top 1.3, bottom .21, left .25, and right .25. Click on OK.

8. Choose Tools.

9. Choose Options.

10. Choose the Print tab.

11. Verify the boxes for Field Codes and Hidden Text are not checked. Click on OK.

12. Choose Insert.

13. Choose Page Numbers.

14. Verify that the box for Show Number on First Page is not checked. Click on OK.

15. Choose Tools.

16. Choose Options.

17. Choose the Print Tab.

If the settings are not correct, open the Normal.dot file and make the necessary changes. Make sure to save the changes into the Normal.dot. After saving, close Word, reopen Word, and verify that the changes have been made.

3.4.9 Server Validation for Workstations

The following areas will validate the server for workstations.

3.4.10 Database Instances

The following database instances are required:

1. The NT server printing the batch jobs and the clients making the batch job requests must be pointing to the same database instance. Make sure the printer is created on the server through the Add Printer icon.

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2. Check the CLAIMS.INI file settings in the c:\winnt\system32 directory. The file directories must exist; if not, create them. The following entries must exist and be accurate:
 - Output Files—directory contains notice Word documents
 - Templates—directory containing templates for this install
 - Job Document Files—directory to contain master Word documents
3. Be sure that the correct set of templates is installed on the server in the directory referenced in the CLAIMS.INI file setting labeled Templates. If a template is corrupted or missing a notice text data bookmark, an error will occur.

3.4.11 Application Settings

The following application settings will ensure proper execution:

1. Automation Manager must be running on the server. Nengine must be running on the server. Word 7.0 must be installed on the server.
2. The CLAIMS.INI file must be on the server with the appropriate settings and location code. The location code will determine which notices in the print queue are printed.

3.4.12 Drives

The drive letter used for the output directory and the template storage directory in the Server INI file must be the same as the drive that is mapped to the server directories on the client machine. The same directory structure that is referenced in the INI file on the server must exist on the server.

3.4.13 NT Gateway

These 14 steps ensure the success to the NT Gateway process.

1. Before starting this process, verify the existence of a user ID on the Novell server.
2. At the server, log on if you have not done so.
3. Click on Start => Settings => Control Panel.
4. Double click on the GSNW icon.
5. The NetWare services panel is displayed; click on the Gateway button.
6. The Gateway panel is displayed. Click on Enable Gateway and then enter the user ID that was created on the Novell server (Example: NTGATE) and press **Tab**.
7. Type in the password assigned to the ID and press **Tab**.

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8. Retype the same password and click on OK.
9. The panel will close. Click on the Gateway button again.
10. On the Gateway panel, click on Add Share.
11. The Add Share panel is displayed. In the next four fields, type in the following:
RAFACS\\(Novell Server Name)\(Novell Volume Name)RAFACS Test
12. Select Drive letter
13. Click on OK. The workstation has been configured and validated. Log off the workstation.

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4. GENERAL WORKSTATION TROUBLESHOOTING

This section provides some examples of typical problems and the associated procedures for solving them.

4.1 ODBC Driver Returns a 4000 Error

This condition is caused by configuration in the PATH statement located in the

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Another error occurs when the Oracle BIN subdirectory is not located first in the path statement. Oracle Client and Intersolv ODBC share certain DLL names. If the wrong DLL is encountered first, the ODBC call will fail.

4.2 No Domain Controller Available to Authenticate Login

This problem may be caused by a couple of factors. Make sure the workstation is configured according to the TIP guide. Next, locate the Client for Microsoft Networks section. Again, make sure the workstation is configured according to the guide. Finally, check to make sure the Workgroup field under Identification is set to NATS. Restart the workstation and re-attempt the login.

If the user has some mismatched passwords and would like them to be synchronized, then go to the C:\WINDOWS directory and type ERASE *.PWL and press Enter.

4.3 ORA-13020 TNS: Cannot Resolve Host Name

This problem is caused by a configuration error in the Oracle SQL*Net names file. Use the Oracle SQL*Net Easy Configuration guide to launch the view configuration option.

4.4 Network Neighborhood Does Not Show Workstations

This problem is caused by a combination of network configuration errors and an incorrect Workgroup name. Use the above Network Configuration guide and locate the File and Print sharing section. Also, check the Workgroup field under Identification.

4.5 To de-install the previous version of CLAIMS 4:

- (b)(2)
1. On the Windows 95 Desktop, click on Start ⇒ Run. Type in
 2. When the Welcome screen is displayed, click on Next.
 3. When the User Information screen is displayed, click on Next to keep the default choices in the Name and Company fields. If these fields are blank, type in INS for both.
 4. When the Choose Destination Location screen is displayed, click on Next to accept the default location.

5. When the Select Program Folder screen is displayed, click on Next to accept the default Program Folder of CLAIMS 4.
6. When the Start Copying Files screen is displayed, click on Next to accept the current settings. The files should begin to decompress.
7. When the CLAIMS 4 Remote Server Registration screen is displayed, in the Server Name field, type in the name of the server that is running the Workflow Server Engine. The entry should be typed in all caps (for example, NSCXCLTRS01).
8. Click on the Remote button.
9. Allow the system to run until the Setup Complete screen is displayed.
10. Select the Yes, I want to restart my computer now radio button and then click on Finish. The computer will restart.
11. Double click on the My Computer icon.
12. Click on the C:\windows\system\claims.ini file to verify the location for your site.
13. Refer to the documentation left by the CLAIMS Deployment Team for the location code. If there is a bar-code printer attached to this workstation, make sure the bar-code printer comport=1. If there is no bar-code printer, the comport=0.
14. Close the Claims.ini file.
15. Create a shortcut to the CLAIMS 4 Application on the Desktop.
16. Right click on the desktop.
17. Click on New.
18. Click on Shortcut.
19. From the Create Shortcut window, in the command line field enter then click on Next.
20. From the Select a Title for the Program window, enter CLAIMS 4.0, then click on Finish.
21. The shortcut is displayed on the desktop. Double click on the CLAIMS 4.0 shortcut icon to access the logon screen.
22. At the logon screen, enter the user ID and password, then click on OK. The program will begin to load. The CLAIMS 4 Main menu is displayed.

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5. CLAIMS 4 BATCH PROCESSING PROCEDURES

This section explains processes and procedures that are specific to the CLAIMS 4 application. This section also explains how to execute procedures on the CLAIMS 4 Workstation you built.

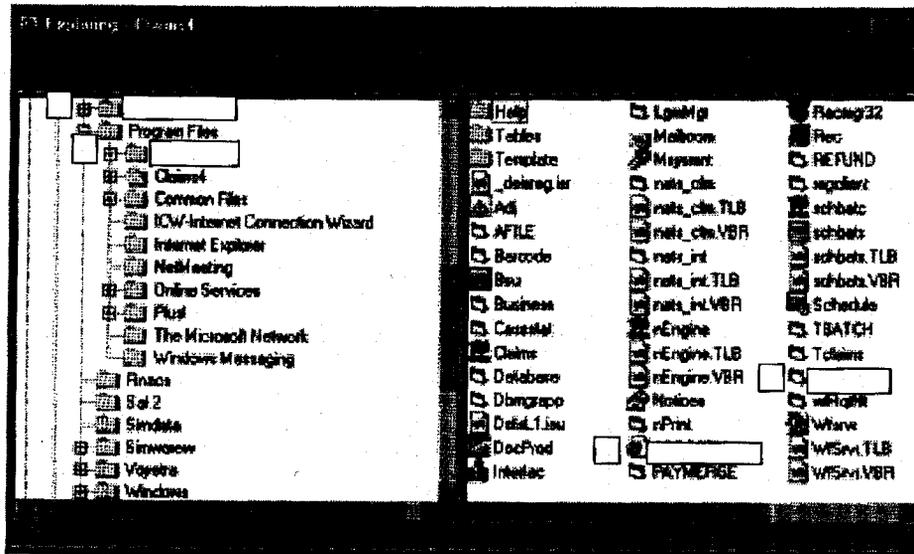
5.1 Paymerge

The Paymerge process goal is to reconcile the payment and case IDs. The Paymerge process is executed manually and will access only cases that have been in CLAIMS 4 for at least 24 hours. The result of Paymerge determines which receipt notice is generated.

To initiate the Paymerge process from the NT Server, perform the following steps:

1. Open Windows Explorer. The screen depicted in Exhibit 5-1, Paymerge Screen, shows the Program Files and CLAIMS 4 folders and the PAYMERGE executable file option.
2. From the C: drive, click on the Program Files folder.
3. Click on the CLAIMS 4 folder.
4. Click on the PAYMERGE executable file. A window is displayed showing Paymerge is running. Once the window disappears, Paymerge is complete.

Exhibit 5-1: Paymerge Screen



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5.2 Batch Print Requests

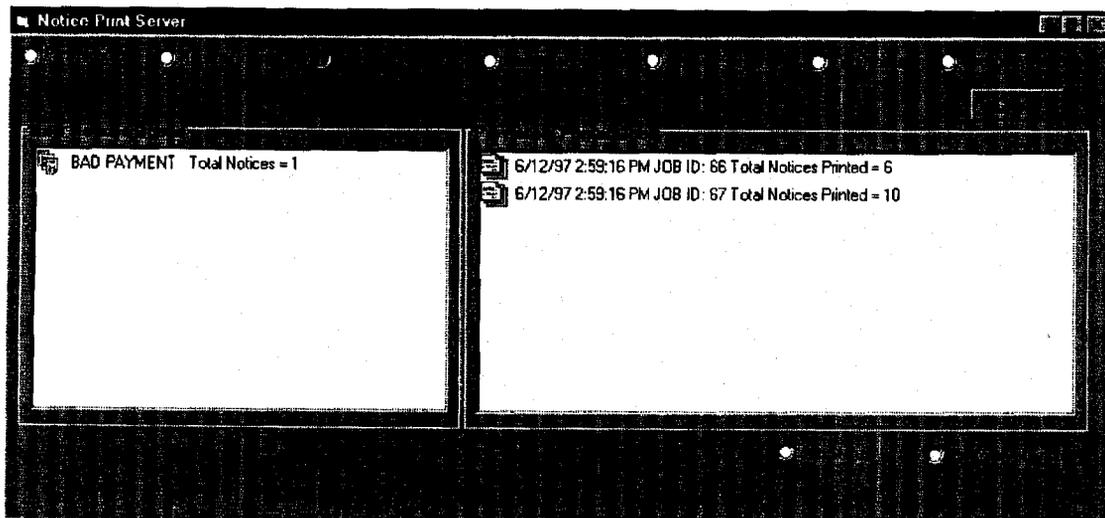
Currently, batches of notices are printed manually. PAYMERGE and CIS VERIFY must be completed before batch notices can be printed. Procedures for CIS VERIFY are described in the Interfaces section.

5.2.1 Print Notices

To request a batch print, perform the following steps:

1. Click on the wfRqtNt executable file. A window is displayed as noted in Exhibit 5-2, Notice Print Server, indicating that Request Notices is running. Once the window disappears, proceed to Batch Print Requests.
2. Open the CLAIMS 4 application.
3. From the Main Menu, click on the Notices button.
4. Click on the Batch toolbar button.

Exhibit 5-2: Notice Print Server



5. Click on the Print Notices radio button. A dialog box is displayed.
6. In the dialog box, click on the All, Partial Notice Type, or Partial Office radio button.
 - All: This option selects all new notices in the New Notices Queue list.
 - Partial Notice Type: This option allows users to select the notice type to be printed. In the Notice Type field, click on the m button to select the notice type.

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- **Partial Office:** This option allows users to print new notices for a selected office. In the Office field, click on the m button to select the office.
7. Click on the Submit button to request the notices for printing.
 8. Click on the Close button to return to the Print Server screen.
- To confirm a print request, click on the Job Status button. To view print error descriptions, click on the Print Server Errors button.

5.2.2 Reprint Notices

To reprint notices that have been printed, perform the following steps:

1. Click on the Print Server toolbar button. 
2. Click on the Reprint Notices radio button.
3. Click on Reprint Entire Notice Job or Reprint Partial Notice Job radio button.
 - **Reprint Entire Notice Job:** This option selects all notices in a specified print job to be reprinted. In the Job ID field, click on the m to select the job to be reprinted.
 - **Reprint Partial Notice Job:** This option allows users to reprint selected parts of a notice job. In the Job ID field, click on the m to select the job ID. Select the range of notices to be reprinted by clicking on the ZIP Code Range of Notices, Application ID, or Job Notice Type radio button and entering the range.
4. Click on the Submit button to send the job for printing.
5. Click on the Close button to return to the Print Server screen.
6. Click on the Cancel button to return to the CLAIMS 4 Notices screen.

5.3 Manual Procedures for Running Interfaces

The following procedures provide step-by-step instructions for activating each interface process. This process will be automated; however, the procedures are provided in the event it is necessary to run interfaces manually.

5.3.1 CLAIMS 4 to RAFACS

This interface will allow RAFACS to track applications originating in CLAIMS 4. Perform the following steps to initialize the interface:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.

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5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Request RAFACS Initialization.

5.3.2 CIS Verify

This process prepares case data for the upload to CIS for benefits verification. Perform the following steps to initialize the process:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Request CIS Verify process.
8. This action will create an extract file labeled in the Interface folder on the application directory. (This file is created only if cases exist in the system for the RqtCISVerify activity. No file is created if no RqtCISVerify activities exist at run time.) EDS uploads this file to the mainframe. The mainframe then conducts the updates and sends the responses back as an output file. The output file will be downloaded to a file labeled CisVerifyResult.txt in the Interface folder. When the CisVerifyResult.txt file is received, perform the following steps to view the matches and mismatches:
9. Select the Interface file.
10. From the Explorer menu bar, click on File.
11. Select Run.
12. Select the Process CIS Verify Results process.

A list of processed cases is displayed as either CIS matches or mismatches. All CIS Verification matches are based on alien number (A-Number) and Date of Birth. Procedures for handling CIS mismatches are outlined below:

13. From the CLAIMS switchboard, click on the Resolution module.
14. Click the OPEN icon on the toolbar to display a list of activities from which to select.
15. Click on the Resolve CIS Errors option, then click the View button. A list of App Ids is displayed.
16. Select an application ID from the screen that was returned from CIS as a mismatch, then click OK.

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17. A data entry screen is displayed containing 13 data entry elements. Tab to each field and then select the View CIS button on the Toolbar. This action will bring up another screen comparing CLAIMS 4 data and CIS data. Correct any data wrongly keyed into CLAIMS 4.
18. If an A-Number is added or changed, select one of the radio buttons under A-Number Status. If the A-Number was changed, select the A-Number entered that previously existed. If the A-Number was added, select the A-Number entered as newly created.
19. Once all fields have been viewed and corrected if necessary, select one of the radio buttons under Applicant Status. If the A-Number was corrected to match the CIS record, select the applicant's A-Number has been resolved. If the A-Number in CLAIMS 4 is still different from the A-Number in CIS, select Override; the A-Number was not resolved.

5.3.3 CIS File Transfer Request

The process is a two-pass process. The first pass determines if the A-File is located in the local RAFACS. If it is located in the local RAFACS, processing continues. If not, a request is sent to CIS for A-File transfer. The second pass records all cases that have been received in the local RAFACS and completes the A-File request. The two-pass process is performed through the following steps:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Retrieve A-File process.
8. This selection will create an extract file labeled CISFrRequest.txt in the Interface folder on the application directory. This file is then uploaded to the mainframe that conducts the updates and sends the responses back as an output file. The output file will be downloaded to a file labeled [REDACTED]. When the [REDACTED] file is received, perform the following steps to view the matches and mismatches:
 9. Select the Interface file.
 10. From the Explorer menu bar, click on File.
 11. Select Run.
 12. Select the Retrieve A-File process. All CIS A-File requests are based on A-Number only.

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5.4 CLAIMS 4 to RNACS Interface

The following process updates RNACS with case data:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Request Initial NACS Extract process.
8. This will create an extract file labeled in the Interface folder on the application directory. EDS uploads this file to the mainframe that conducts the updates and sends the responses back as an output file. The output file will be downloaded to a file labeled NacsInitialResult.txt in the Interface folder.

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5.4.1 CLAIMS 4 to CLAIMS 3 Interfaces

In the following process, CLAIMS 4 interfaces with CLAIMS 3/MRD to submit FD-258 cards to the FBI:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the FBI Check Extract process.
8. This selection will insert CLAIMS 4 FD-258 records into the Btrieve file so that CLAIMS 3/MRD can access them.
9. Select the Interface file.
10. From the Explorer menu bar, click on File.
11. Select Run.
12. Select the Process FBI Check Results process.
13. This selection will process FBI responses from the FD-258 background check.

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APPENDIX A—ACRONYMS

A-File	alien file
A-Number	alien number
AAO	Administrative Appeals Office
ADP	Automated Data Personnel
API	Application Programming Interface
ASC	Application Support Center
BSU	Batch Status Update
CBO	community-based organization
CCO	County Control Office
CIDN	Contributor Identification Number
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
CLAIMS 3/MRD	FBI Fingerprint
CM	Configuration Management
CM	Case Management
CR	CLAIMS Resolution
DLL	dynamic link library
DO	District Office
DOJ	Department of Justice
EIM	External Interface Module
FBI	Federal Bureau of Investigation
FCO	File Control Office
FD-258	Request for FBI Background Check
FD-258 EE	Enterprise-wide Fingerprint Card Tracking System
FRD	functional requirements document
GUI	graphical user interface
G-325B	Biographic Information form
HQ	Headquarters
ID	identification
IDMS	Integrated Database Management System
INS	Immigration and Naturalization Service
ITP	Information Technology Partnership
LAN	local area network
MDI	Multi-Document Interface
MS	Microsoft Corporation
NACS	Naturalization Automated Casework System
NATS	Naturalization System
N-400	Application for Naturalization
N-426	Request for Certification of Military or Naval Service
OC	Oath Ceremony
ODBC	open database connectivity

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OLE	Object Linking and Embedding
OMG	Open System Management Group
OOD	Object Oriented Design
ORI	organization identification
PICS	Personal Identification Control System
POE	port of entry
QA	Quality Assurance
Q&A	Question and Answer
RAD	rapid application development
RAFACS	Receipt and Alien-File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RDBMS	Relational Database Management System
RDO	Remote Data Object
RNACS	Reengineered Naturalization Automated Casework System
RTM	requirements traceability matrix
SC	Service Center
SDLC	Systems Development Life Cycle
SID	Scheduler Information Database
SNA	System Network Architecture
SQL	Structured Query Language
T&E	Test and Evaluation
T-number	Temporary Number
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TIP	Technology Infrastructure Project
UML	Unified Modeling Language
VOLAG	voluntary agency
WAN	wide area network

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