Proxy/Firewall and Upload/Download Troubleshooting Tips

*Click on any of the links below to view the question and troubleshooting information.

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Applet doesn't load for JRE versions 1.6.0_10 or greater

Testing Your System

1. Go to www.qualitynet.org.
2. Under "Getting Started with QualityNet", click **Test Your System**.
3. Scroll down to the bottom of the page and click **Test Your System**.
4. A Java Security Warning may appear; select **Yes** to trust it. All tests should be passed.
   (If test fails, go to **Installing QNet Setup File**)
   (If test passes, go to **Configuring Java plugin**)

Installing the QNet Setup File

1. Go to www.qualitynet.org.
5. Under "Getting Started with QualityNet", click **Test Your System**.
6. Download the **QNet Setup File** and **Save** the file to your desktop (file link located in Step 3).
7. Locate the **QNetSetupJREInstall.exe** file on your desktop. Double-click on this file to start the Install Shield Wizard.
8. Accept all the defaults by clicking **Next** through the wizard.
9. Restart your computer.

Note: Detailed Installation Instructions are available in the System Setup guide, available on the Test Your System page of QualityNet.

Configuring the Java Plug-in

1. Go to Start>Settings>Control Panel or Start>Control Panel.
2. Double-click on **Java**.
3. Click on the **Network Settings** button on the first screen (General tab) and make sure "Use browser settings" is selected. Click OK and return to the front General page.
4. Click on the **Update** tab. Disable automatic updates by removing the check mark in the "Check for Updates Automatically" field and click **OK** to Apply.
5. Click on the **Java** tab.
6. Click on the **View** button on the lower half of the window, in the Java Application Runtime Settings area. You will see different versions of Java that have been installed on your system.
7. Verify that the Java checked is version 1.4.2_05 or greater. Click OK.
8. Restart your computer.
9. Retest your system (Refer to Testing Your System).
10. If you pass the test, continue on to Testing Upload/Download.

Testing Upload/Download

After completing the Test Your System feature successfully, it is recommended that you attempt a file upload. This will evaluate your system readiness to be assured that you will be able to successfully complete data submission in a timely manner. To test an upload, you must have completed QualityNet registration, been issued a User ID and Password, and have the File Exchange and Search role. If you are able to upload a file successfully, you do not need to test download functionality. Exchange Files is the section of QualityNet where two organizations and/or individuals of an organization can securely send data to each other over the Internet.

Detailed information on Exchange Files is available in the QualityNet User's Guide, located within the *Getting Started with QualityNet* section of QualityNet.org.

If you are unable to upload a test file successfully, refer to Steps to determine a Proxy server/Firewall issue.

Steps to determine a Proxy server/Firewall issue

1. From your browser, go to the **Tools** menu and click **Sun Java Console**.
2. Wait for the Console screen to come up. Look for any of the following lines:

   Proxy Configuration: Automatic Proxy Configuration
   URL: http://yourproxy.pac

   Proxy Configuration: Manual Configuration
   Proxy: http=yourproxy:8080,https= yourproxy:8080,ftp= yourproxy:8080
   Proxy Overrides:

3. If you see these, then you may be experiencing a proxy server issue.
4. Contact your internal IT department and have them check the proxy server or firewall settings.
5. Refer them to Information for Proxy/Firewall configuration

Information for Proxy/Firewall configuration

1. QualityNet uses a java applet to encrypt files transmitted between the customer and our website. If the user is experiencing any of the errors in the above steps in the Testing Upload/Download section, then they have been referred to you. You may need to create a rule on your proxy or firewall.
2. Information to create a rule:

   Server IP Address: 64.215.87.20
   Domain name: qualitynet.org
   Protocol: HTTPS
   Port: 443
   Request: Outbound (no Authentication) (anonymous access)
   File Extension: .jar

3. You may need to troubleshoot this with the user at your facility to make sure they are able to upload. Refer to Testing Upload/Download.
4. If you are still having problems downloading or uploading after creating a rule, you may need to go into the Java Control panel and change your connection settings.

   In you have Java 1.4x, uncheck **Use Browser Settings** on the **Proxies** tab. This will bypass the proxy and go directly through the firewall if a rule has been created on the firewall.

   In you have Java 1.5x and greater, click on the **Network Setting** button on the General tab. The following options are available:

   - Use Browser Settings
   - Use Proxy Server
   - Use Automatic Proxy Script

- Direct Connection

If a rule has been created on the firewall, then the workstation can bypass the proxy (Use Browser Settings) by one of 3 methods:

1. Select Use Browser Settings and deselect any settings under the Internet Explorer's Tools menu\Internet Options\Connections\LAN Settings, restart Internet Explorer and retry the file transfer. Recheck LAN settings after transfer attempt.
2. Select 'Use Proxy Server' and then click the 'Advanced' button. Local support will need to enter their firewall server's IP address and port under 'HTTP' and 'Secure'.
3. Select Direct Connection (Java 1.5 or greater) then click 'OK' then 'Apply'. Restart Internet Explorer and retry the file transfer.

Applet doesn't load for JRE versions 1.6.0_10 or greater

Identified when the QualityNet applet does not load, resulting in an Error on Page message in the Status bar but the user's system passes the Test Your System feature.

1. Go to Start>Settings>Control Panel or Start>Control Panel.
2. Double-click on **Java**.
3. Click on the **About** button on the first screen (General tab) to verify that you are using JRE version 1.6.0_10 or greater.
4. Click on the **Advanced** tab.
5. Click the + sign next to Java Plug-In.
6. Remove the check mark from "Enable the next generation Java Plug-in (requires browser restart)".
7. Click **OK** and exit the Java Control Panel.
8. Close any open Internet Explorer windows.
9. Open a new Internet Explorer window and retry your file transfer within My QualityNet.