



D18-42853

OrgTRx Quick Reference Guide – Troubleshooting OrgTRx VPN Connections

This document helps laboratories participating in Australian Passive AMR Surveillance (APAS) resolve issues that may arise connecting to the Queensland Health (QH) OrgTRx Decision Support Software (DSS) application. The guide is designed to assist those who use a VPN connection to access the service.

The initial steps of this guide can be carried out by general users, while later steps will require assistance from on-site ICT administrators.

1 Logging in

There are two different ways that connection to the DSS website can be made.

1. OrgTRx DSS URL

Begin by connecting to the DSS website using the relevant URL in Table 1, which contains the OrgTRx database. The preferred browser to access OrgTRx is Microsoft Edge.

Table 1: URL of QH DSS servers for each participating APAS site

Location	Site URL
QH internal	https://qhdssnecto.health.qld.gov.au:4444/Panorama/
QH external	https://qhdssnecto.health.qld.gov.au:5555/Panorama/
ACT Pathology	https://qhdssnecto-health-nat.act.gov.au:5555/Panorama
Alfred Health	https://apas.alfredhealth.org.au:5555/Panorama
Mater Qld	https://qhdssnecto.health.qld.gov.au:5555/Panorama/
Royal Hobart Hospital	https://qhdssnecto.health.qld.gov.au:5555/Panorama/
Launceston General Hospital	https://qhdssnecto.health.qld.gov.au:5555/Panorama/
Monash Health	https://panoramaprod.monash.health.org:5555/panorama/
SA Pathology	https://qhdssnecto.health.qld.gov.au:5555/Panorama/
NSWHP - Sydney and South Western Sydney (previously known as SSWS)	https://OrgTRxQLDhealthVPN.sswahs.nsw.gov.au:5555/Panorama/
NSWHP - South Eastern Sydney and Illawarra Shoalhaven (previously known as SEALS)	https://qhdssnecto.health.qld.gov.au:5555/Panorama/
NSWHP - Hunter New England, Mid-North Coast and Northern NSW (previously known as Pathology North)	https://165.86.67.25:5555/Panorama
PathWest (WA)	https://qhdssnecto.health.wa.gov.au:5555/Panorama

After entering the URL for your site, enter your username and password.

1.1. If details entered correctly and accepted by the system

You should now see DSS. If not, **contact** OrgTRx support via email orgtrx-support@health.qld.gov.au

1.2. If details entered correctly but you are unable to see the data cube within DSS

If you have not used DSS within the last three months your access may have been archived, **contact** orgtrx-support@health.qld.gov.au

If you are a regular user then something else is wrong, continue with this guide.

1.3. You have forgotten your username and/or password, **contact** orgtrx-support@health.qld.gov.au

1.4. You are receiving a 'Site cannot be found' error

It is likely your VPN is **not** connected, continue with this guide.

1.5. No page received

It is likely your VPN is **not** connected, continue with this guide.

2. RSA Token or SoftToken

While the majority of users connect with VPN connections which do not require any software on the user's computer, some users use an RSA Token.

Whether you are using a physical FOB (plugs into the USB port) or an app on your phone the way you login is the same. Input your name, pin and code from the token with the CheckPoint software.

2.1. The initial step is to connect to the QH network by using the CheckPoint software. The Checkpoint software can be freely downloaded and must be installed on your machine to connect to the QH network. This installation and configuration should be carried out by your local ICT support as it can be complex and will usually require Administrator rights to your machine.

2.2. You should now see DSS.

If not, please **contact** orgtrx-support@health.qld.gov.au

2 Entire Site Down

Can anyone else from your location access the site?

No Contact your Super User (see below). If you are the Super User then contact your local ICT support as it is likely that you have a site-wide problem.

Note: This document will assist your local ICT support troubleshoot the problem.

Yes Go to the Step 4.

3 Correct IP Address

Your computer has a series of numbers that identify it on your network, this is called an IP address. In most networks these are dynamically assigned and can change over time. Most of the pathology labs have chosen to limit access to DSS from certain IP addresses only – to maintain the IP address, it must be permanently reserved for your computer and this is called a Static IP. The allocation is done at the network address server, called a DHCP server.¹ It is impossible to determine if you have a static IP or dynamic IP from your computer itself. However, information known about your participating laboratories IP addresses can be provided on request by the OrgTRx support team via orgtrx-support@health.qld.gov.au.

Are you at Mater Qld, SA Pathology, NSWHP Sydney and South Western Sydney or PathWest?

Yes Your IP address is dynamically assigned, and you can log on to any work computer to use OrgTRx.

No For all other pathology laboratories, only specific computers are permitted to connect. That is, your computer must have a static IP address.

If you have recently received a new computer, you have changed where you sit, or your network infrastructure has been renewed, your IP address may have changed. You will need to check with the OrgTRx support team to see if the IP address is correct for your computer. If your site is using DHCP (define) then your ICT group must configure these addresses to be reserved for the appropriate computers.

Section 5 provides a variety of methods to determine your IP.

OrgTRx support will have a list of the current acceptable IP addresses allowed for your site. Please contact orgtrx-support@health.qld.gov.au check if your IP address (see below for instruction on how to find this) is listed.

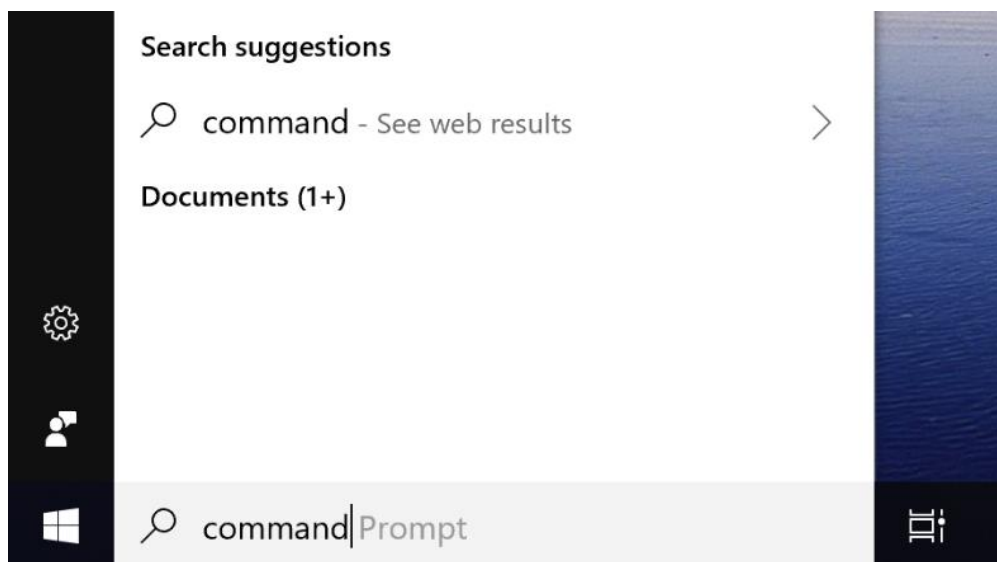
¹ DHCP is a network server that automatically provides and assigns IP addresses, default gateways and other network parameters to client devices. It relies on the standard protocol known as Dynamic Host Configuration Protocol or DHCP

4 Finding Your IP Address

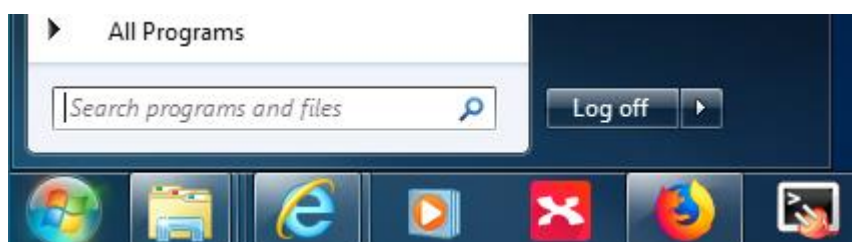
There are a variety of ways to find your IP number depending on your level of permission; the easiest way is to run the command IPCONFIG from the command line. In order to run commands, you must launch a command shell window, you may have access to COMMAND, CMD or POWERSHELL.

The commands are launched from the START button on the bottom left of the screen, this button looks and works differently between Windows 10 and Windows 7 but the principle is the same. You need to type one of the three commands listed above (COMMAND, CMD or POWERSHELL) – one or more may be available, you can use any of them. If you receive errors that none of these are available, you will need to contact your ICT support.

Windows 10

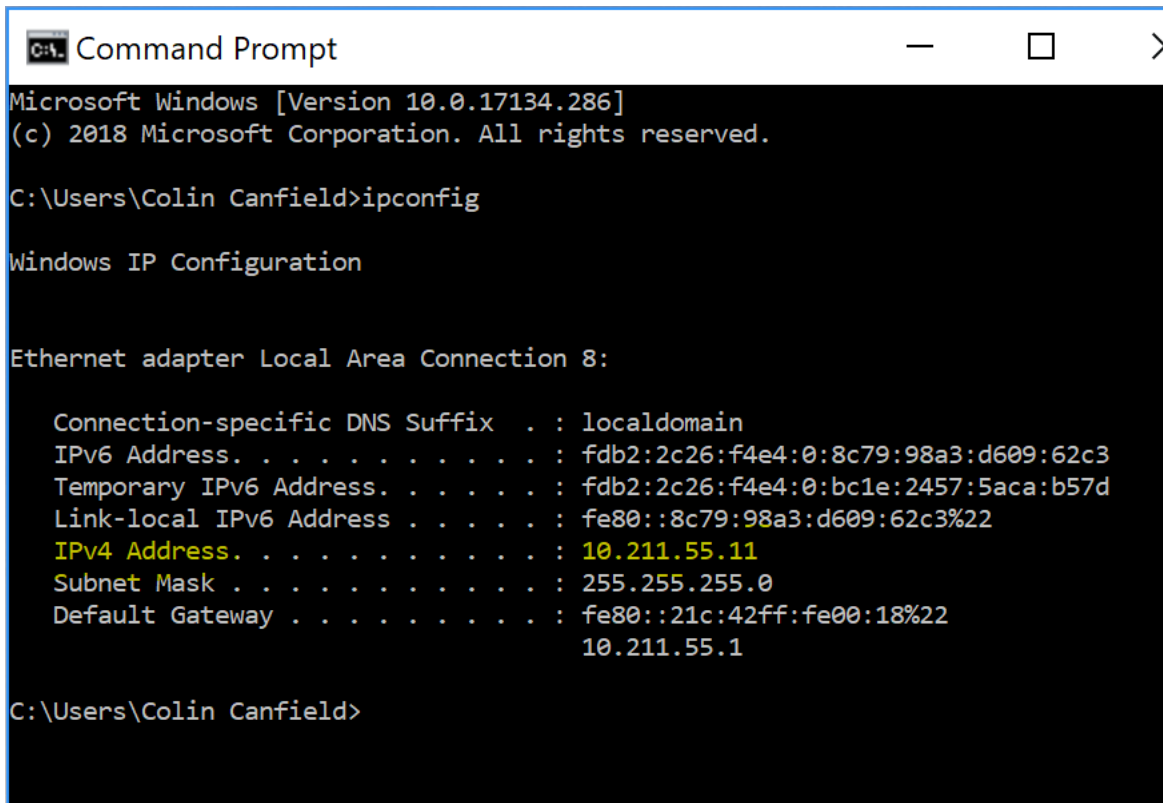


Windows 7



Once it is running type **ipconfig** and press **Enter**.

The command will show your network configuration and will all look similar to this (this is the COMMAND windows on Windows 10).



```
C:\Users\Colin Canfield>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 8:

    Connection-specific DNS Suffix  . : localdomain
    IPv6 Address. . . . . : fdb2:2c26:f4e4:0:8c79:98a3:d609:62c3
    Temporary IPv6 Address. . . . . : fdb2:2c26:f4e4:0:bc1e:2457:5aca:b57d
    Link-local IPv6 Address . . . . . : fe80::8c79:98a3:d609:62c3%22
    IPv4 Address. . . . . : 10.211.55.11
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::21c:42ff:fe00:18%22
                                10.211.55.1

C:\Users\Colin Canfield>
```

The line you want is your **IPv4 Address**. Check this IP address against the list shown above.

If your IP Address is not on the list for your site, you need to contact your IT support to have your address reverted and reserved.

Type **exit** to close this window once you have completed this step.

From this point this document is intended for IT support or for more technical users. You will need to contact IT support if you are not in these categories.

5 Testing if the VPN is Configured

All of the VPN connections terminal to the same end point, 165.86.71.1, this address should be reachable using **ping** if ICMP is enabled through your network. Regardless of whether ICMP is enabled traffic should be visible flowing to and from that address if the VPN is establishing correctly and that your firewall and QH firewalls are configured correctly for your configuration.

6 Firewall Configuration

If you have been unable to rectify the issue, it is possible the firewall configuration at your site is incorrect. This step can only be carried out by your IT support.

If traffic is only visible in one direction, there may be an issue with firewall configuration at either end. Traffic only flowing towards QH may indicate an issue at the QH firewall side while incoming only could indicate issues at the client end. If this is the case, an IT service request will be logged to QH Gateways by the OrgTRx support team.

Firewall logs should be examined to identify blocked packets from the laboratory machines and to ensure that network traffic is authorised to QH.

7 Super Users

Your first contact should be with the Super User for your area. Please contact OrgTRx support orgtrx-support@health.qld.gov.au if you are unsure of who your Super User is. If they are unable to resolve, please advise the OrgTRx support team and the steps that were taken to try and resolve the issue.