

CMSNet FAQ

1. How to determine if your PC has the Minimum CMS Configuration Requirements

Component	Minimum	Minimum or Higher Required for LTC Survey Process Implementation Reccomended for Other
Processor	Pentium Class (or equivalent) @ 1.2 GHz	Pentium Class (or equivalent) @ 2.0 GHz
Memory (RAM)	2 GB	4 GB
Available Disk Space	4 GB	10 GB on SATA 2 drive at 7200 RPM
Monitor	13" Color	Desktop 19": Color Flat Panel ≥1024x768 screen resolution Flat Panel for laptop or tablet
Operating System*	Windows 7 – 32 bit Windows 7 – 64 bit	Windows 7 – 32 bit Windows 7 – 64 bit Windows 8.1 – 32 bit Windows 8.1 – 64 bit Windows 10 – 32 bit Windows 10 – 64 bit
Network Interface Card (See CMS ARS security guidelines for acceptable wireless configurations)	Wired for network connectivity; and Wireless network cards must support WPA-2 level encryption	Wired for network connectivity; and Wireless network cards must support WPA-2 level encryption
Browser**	Internet Explorer v 11.0	Internet Explorer v 11.0

* States considering implementing Windows 10 should carefully evaluate CMS software with this Operating System before full scale deployment. Note: Operating systems need to be current with all Windows security updates.

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**Internet Explorer v 11 will need to operate in compatibility mode in order for the software to operate properly.

Per the Internet Explorer Support Lifecycle Policy FAQ (<https://support.microsoft.com/en-us/gp/microsoft-internet-explorer>), beginning January 12, 2016, only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

Internet Explorer v 9.0 and v 10.0 is no longer supported as of January 1st 2016. Only Internet Explorer v 11.0 running in compatibility mode is currently supported.
Due to new CMS security requirements, all browsers must have the TLS 1.2 setting enabled.

2. How to determine if you have Administrative Rights to install software

- a) In order to install software, you must have PC administrative rights. To check, follow these directions.
- b) Click 1: **Right-Click** the My Computer Icon
Click 2: Select **Left-Click** "Properties"
Click 3: Select the "Computer Name" tab
- c) If the "Change" box is grayed out, you do not have administrative rights.
If you do not have admin rights – contact your PC support to assist with the install.

3. How to check your Internet Explorer Browser settings

- a) See **Step 1** above for the correct Browser version then continue.
- b) The following settings must be selected:
From the Microsoft Internet Explorer screen – select "Tools" then "Internet Options".
Select the "Security Tab".
Click the "INTERNET ZONE" ICON on the "General" tab.
The Security Level slider should be at least "Medium". This is generally default.

4. How to obtain a CMSNet User ID

- Go to the CMSNet Information page on QTSO <https://www.qtso.com/cmsnet.html>.
- Select the CMSNet Online Registration link.
- Complete the online registration.
- The CMSNet Help desk will provide you with your CMSNet User ID and password.

5. CMSNet: Network Restrictions

For security purposes, users will be unable to connect to their network files or printers while connected to CMS Systems through CMSNet. This may affect the way you perform file submissions or print reports. Also, IT support will not be able to connect to your workstation while your CMSNet connection is active.

- **Accessing files:** Any files ready for submissions will need to be saved to the local hard drive prior to connecting to CMSNet. Any exported files from your assessment collection software to a network location will need to be copied to your local hard drive prior to connecting to CMSNet.
- **Printing files:** You may print to your local printer.

Printing to a network printer may be done after you have disconnected from CMSNet. Prior to disconnecting you will need to save the report to your local computer.

- To save a document from inside the CASPER Reporting tool:
 - Right click on the link that lists the name of the report.
 - Once the menu appears, select Save Target As.
 - The Save As dialog box will now appear. A location must now be selected for saving your requested report. A simple location would be the Desktop, which you can find on the left hand side of the dialog box or from the Save in drop-down menu, which you can access by selecting the drop-down arrow and selecting Desktop from the menu.

6) How to disconnect from CMSNet

- To disconnect from CMSNet, select the "Sign Out" tab on the Juniper page and close the entire browser.