

# CASHLINK II

## Software Installation Instructions

Version 1.02

CA\$HLINK II Call Center (United States): 800.346.5465

CA\$HLINK II Call Center (DC & International): 301.887.6600

### ***READ FIRST***

*Before beginning the installation process for the client software, please read the [CA\\$HLINK II Installation Frequently Asked Questions \(FAQ\)](#) located in section 5 of this document. If your location uses a proxy server, please have your proxy settings available to proceed with the installation.*

## 1 Installation Summary

The following steps provide a summary of those steps needed to install the CA\$HLINK II application on a client machine. Those steps are as follows:

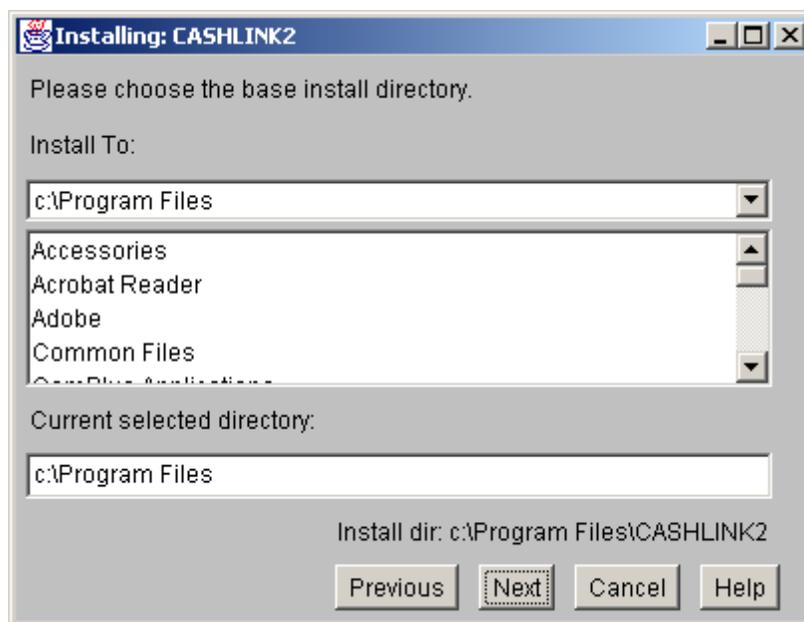
1. Have proxy settings available (if proxy exists)
2. Shut down all running applications
3. Insert CD-Rom
4. Install application
5. Add HTTPS proxy information through dialog box (if proxy exists)
6. Finish installation

## 2 Installing CASHLINK II

Before installation can begin, you will have to determine if you connect to the Internet through a proxy. If a proxy is used at your location, you must have your proxy settings available. These settings should be in the form of hostname and port or Internet Protocol (IP) address and port. If you are unsure what your proxy settings are, please contact your LAN administrator.

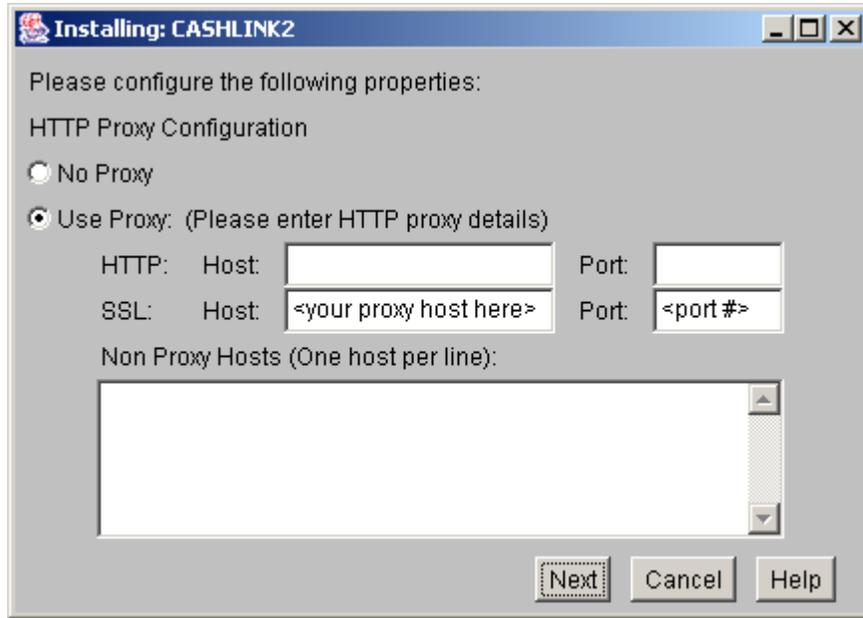
**Step A.** Shut down all running applications.

**Step B.** Insert the CD into the CD-Rom drive. The install will first prompt the user to select a base install directory. By default this is the Program Files directory located on the C Drive. It is recommended to accept the default directory, though not mandatory.

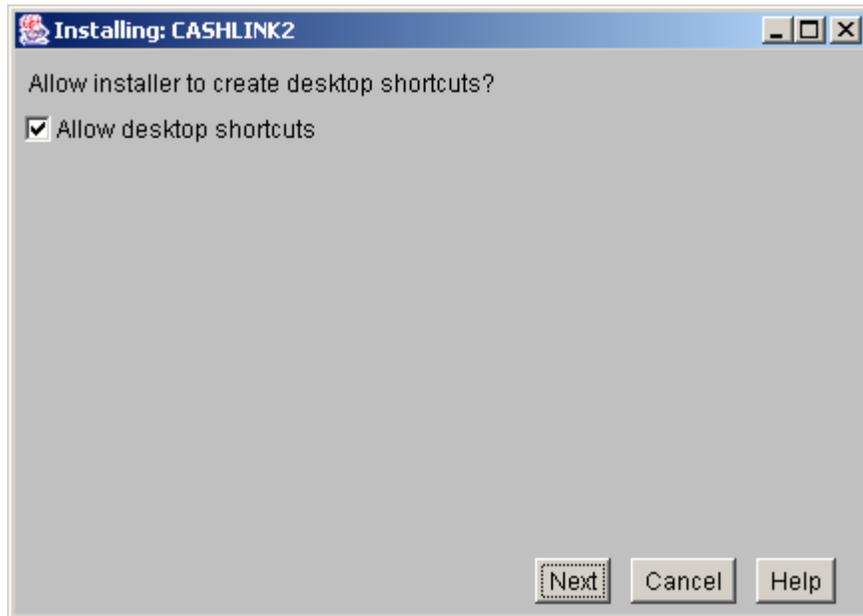


**Step C.** After clicking the "Next" button, the user will be prompted to enter the proxy information. By default, "No Proxy" will be selected. If your location uses a proxy server, click the radio button to "Use Proxy" and enter the SSL (HTTPS) proxy host name (or IP Address) and port number into the SSL fields. The use of SSL by the CASHLINK II software ensures secure communication between the CASHLINK II software and the CASHLINK II system.

**Leave the HTTP fields blank** and click Next when finished.



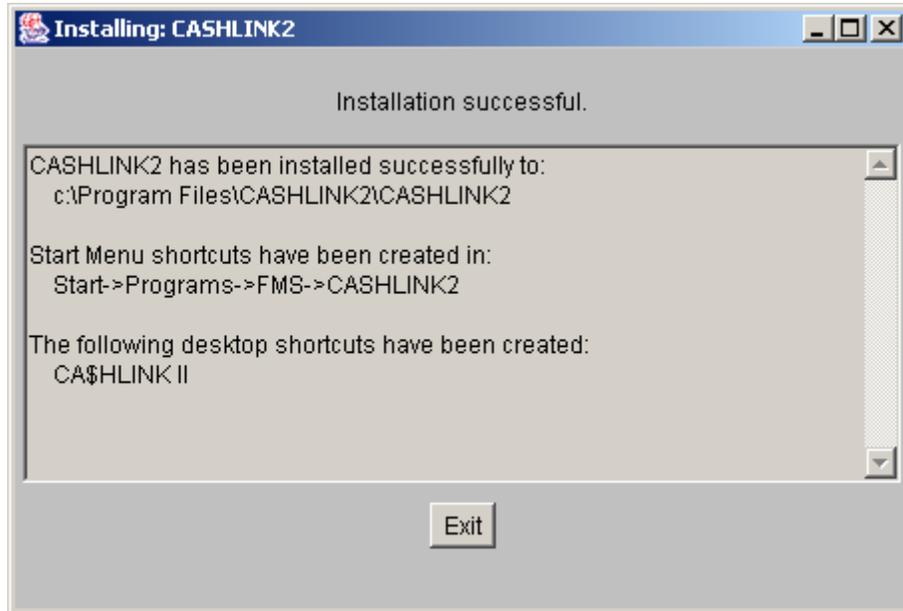
**Step D.** On the next screen, accept the default to have an icon placed on the desktop and click Next.



After clicking Next, a dialog will be displayed as the installer completes its work.



**Step E.** Once the application has been successfully installed, the following screen will be displayed. To close this dialog, click Exit.

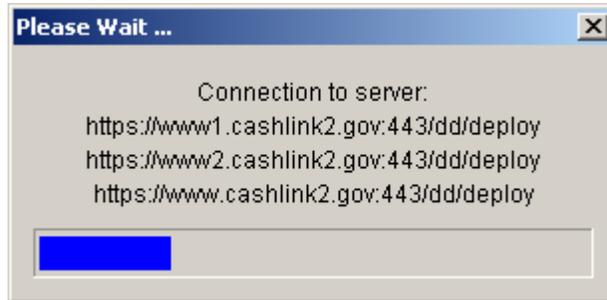


If you experience any problems installing and starting the CA\$HLINK II application, please read the CA\$HLINK II Installation FAQ located in section 5 of this document or call the CA\$HLINK II Call Center (United States) at 800.346.5465 or (DC & International) at 301.887.6600.

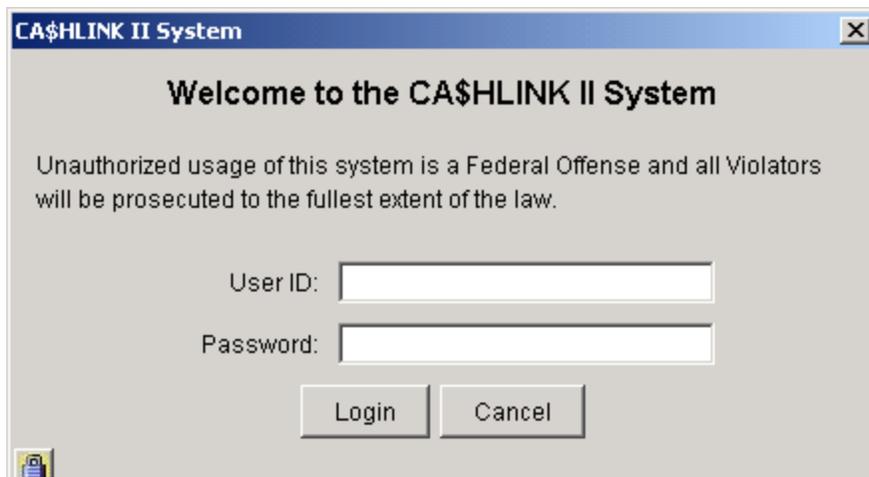
### 3 Running the CA\$HLINK II client

If you chose to have a CA\$HLINK II icon placed on your desktop during installation you may double-click it to launch the CA\$HLINK II client software or launch it from the desktop menu by traversing to Start>Programs>FMS>CASHLINK2>CASHLINK II.

The following dialog(s) will be seen while the application tries to connect.



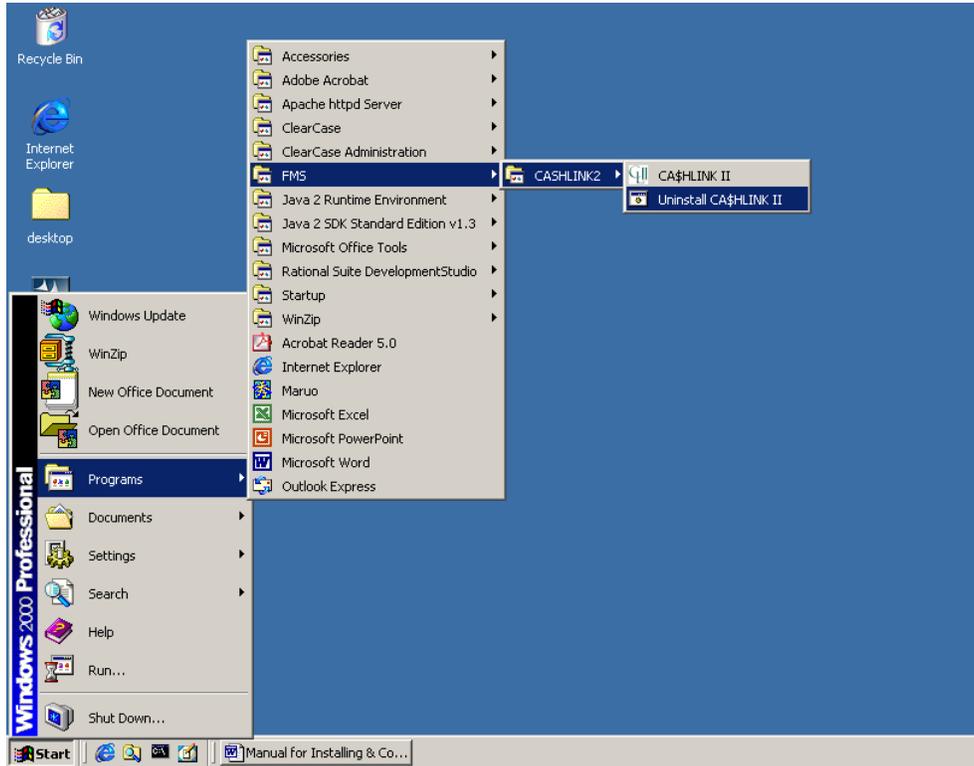
Shortly thereafter the CA\$HLINK II login dialog box will be displayed.



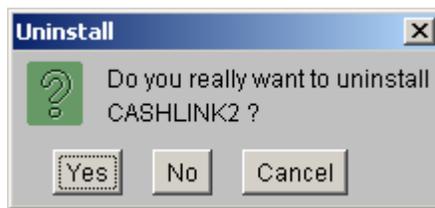
You are now ready to log into the CA\$HLINK II system.

## 4 Un-Installing CA\$HLINK II

To remove the CA\$HLINK II client software from you desktop, click the Start button, select Programs, select FMS, select CASHLINK II, and click on Uninstall CA\$HLINK II.



Please confirm that you wish to uninstall CA\$HLINK II by clicking the “Yes” button.



The CA\$HLINK II application will be removed from the start menu and from the install directory, which is C:\Program Files\CASHLINK2 by default.

## 5 CASHLINK II Installation FAQ

*The CASHLINK II FAQ is intended to be used both by UPR's and LAN administrators.*

[Where can the most recent version of this FAQ be found?](#)

[I'm ready to install CASHLINK II, what's first?](#)

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[CASHLINK II's status bar moves left and right, but I never receive the login dialog box.](#)

[What does java.net.SocketException: Socket closed mean?](#)

[What does java.io.IOException: Unable to tunnel... Service Unavailable mean?](#)

[Why doesn't anything happen when I insert the CD-Rom into the drive?](#)

[Why does the install fail when I attempt to install CASHLINK II?](#)

[Why can't I start CASHLINK II after my LAN administrator just installed it?](#)

[What do I do when I receive an error during an update?](#)

[Where can I download the most recent version of CASHLINK II?](#)

[What are the minimum browser requirements for the CASHLINK II download page?](#)

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[Why does CASHLINK II run slowly?](#)

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[Does CASHLINK II support installations to a network drive?](#)

[Why did I receive an Application Manager update dialog after starting the application?](#)

[What do I do if I receive a "bad\\_record\\_mac" error on application startup?](#)

[Why do I receive an error stating that more than one instance of CASHLINK II is running?](#)

[CASHLINK II used to work, but after an upgrade it doesn't any more. What should I do?](#)

[Why can't I see the CASHLINK II home page at <https://www.cashlink2.gov>?](#)

**Where can the most recent version of this FAQ be found?**

This most up to date version of this FAQ can be found at <http://fms.treas.gov/cashlink>

**I'm ready to install CASHLINK II, what's first?**

Before installation can begin, please ascertain that a proxy is used to access the Internet from

your location. If this is the case, please have your HTTPS proxy settings available. These settings should be in the form of hostname and port, or IP address and port. If you are unsure what your proxy settings are, please contact your LAN administrator. You must also have the correct permissions on your desktop before you can proceed.

### **What permissions does the CA\$HLINK II client need to run on my desktop?**

The CA\$HLINK II client requires that the user running CA\$HLINK II have read, write, and modify permissions for the CA\$HLINK II directory and all of its subdirectories. Failure to have the correct permissions can impact the functionality of the application in the critical area of application updating, so having the proper permissions set is mandatory. In most circumstances, if the CA\$HLINK II client is installed by the actual user there should be no permissions issues running the client. If however a LAN administrator installed CA\$HLINK II on behalf of the user or the user's permissions have changed, then the LAN administrator may need to update the permissions on the CA\$HLINK II directory to include write and modify access.

### **What if my organization's proxy or firewall filters traffic based on user agent string?**

CA\$HLINK II has a fixed user agent string of "JSSE". By adding "JSSE" into the proxy server or firewall configuration, CA\$HLINK II traffic should be able to pass through without problem.

### **Does CA\$HLINK II support multiple proxy server addresses?**

CA\$HLINK II currently does not support multiple proxy server addresses. If your organization uses multiple proxy server addresses, please use the proxy settings corresponding to the primary proxy server responsible for HTTPS traffic.

### **Does CA\$HLINK II support proxy auto configuration (PAC) files?**

CA\$HLINK II currently does not support PAC or proxy configuration files. If your organization uses PAC files, please use the proxy settings corresponding to the primary proxy server responsible for HTTPS traffic.

### **How do I add or update proxy information?**

The CA\$HLINK II proxy information is contained in two separate files, named (a) ddcam.config and (b) proxy.properties. Note, the proxy.properties file will only exist after the client has been installed and run at least one time. In each of these files, the https.proxyHost and https.proxyPort tags must be either added or updated with the current proxy settings.

To modify either file, first browse to the install location for CA\$HLINK II. The default is "C:\Program Files\CASHLINK2". This is referred to as the <install directory>

To modify the aforementioned files, please browse to <install directory>\lib\ddcam.config or

<install directory>\CASHLINK2\proxy.properties respectively.

Once the appropriate file has been located, please update the https.proxyHost and https.proxyPort tags with the current proxy information using Notepad. In the ddcam.config file, many other tags will exist. Locate only the https.proxyHost and https.proxyPort tags. For the proxy.properties file, if the file doesn't exist start the application at least one time.

Sample of <install directory>\lib\ddcam.config

```
:  
HTTPClient.forceHTTP_1.0=false  
HTTPClient.cookies.jar=  
https.proxyHost=www.myproxy.com  
https.proxyPort=8443  
HTTPClient.socksPort=  
:
```

Sample of <install directory>\CASHLINK2\proxy.properties

```
#Proxy settings  
#Fri Jul 18 18:35:05 EDT 2003  
https.proxyHost=www.myproxy.com  
https.proxyPort=8443
```

Please note that these names are case sensitive. After updating both of these files, restart CASHLINK II.

### **Does CASHLINK II support authenticating proxies?**

CASHLINK II currently does not support authenticating proxies. If your organization uses authenticating proxies, a bypass rule will need to be created for all traffic intended for "\*.cashlink2.gov".

### **What does it mean if I receive an "Unable to Connect to HTTP Server" error message?**

This error can result from a computer without a valid Internet connection or invalid proxy entries. Please ensure that your computer is connected to the Internet and that your proxy settings are correct.

### **What is an Unknown Host Exception?**

An Unknown Host Exception can result from a computer without a valid Internet connection or invalid proxy entries. Please ensure that your computer is connected to the Internet and that your proxy settings are correct.

### **CASHLINK II's status bar moves left and right, but I never receive the login dialog box.**

This occurs when the client cannot connect to CASHLINK II. First ensure that your computer is

connected to the Internet. If the problem persists then it is likely that your proxy settings are incorrect.

#### **What does java.net.SocketException: Socket closed mean?**

This error is caused when a proxy server or firewall inspects the CA\$HLINK II traffic and rejects it based on some rule. Please check the settings on your proxy or firewall and ensure that traffic for CA\$HLINK II is allowed to pass through.

#### **What does java.io.IOException: Unable to tunnel... Service Unavailable mean?**

This error is caused when a proxy server or firewall inspects the CA\$HLINK II traffic and rejects it based on some rule. Please check the settings on your proxy or firewall and ensure that traffic for CA\$HLINK II is allowed to pass through.

#### **Why doesn't anything happen when I insert the CD-Rom into the drive?**

Most Windows computers have CD AutoPlay turned on by default. Occasionally, on some machines AutoPlay has been turned off. If you've inserted the CA\$HLINK II CD into the CD-Rom drive and the installer hasn't started after a few minutes, browse to the CD-Rom drive and either (a) double-click 'SETUP.EXE' or (b) double-click the icon. This should start the install process.

#### **Why does the install fail when I attempt to install CA\$HLINK II?**

Please verify that you have enough disk space available on your destination drive, as well as temporary space on your C drive. For exact requirements please reference the CA\$HLINK II Connectivity, Hardware and Software Requirements. These can be located at <http://fms.treas.gov/cashlink>.

#### **Why can't I start CA\$HLINK II after my LAN administrator just installed it?**

If CA\$HLINK II was installed by a LAN administrator, verify that the shortcut placed onto the user's desktop has the appropriate permissions. Often, if the shortcut is moved from the Administrator's desktop to another user's desktop it will be unusable. Please **copy** the icon from the Administrator's desktop or check the permissions on the icon.

#### **What do I do when I receive an error during an update?**

This is caused when files located in the CA\$HLINK directory are open / locked during an application update. Please close all files in the CA\$HLINK II directory and restart the application. For additional information on permission related issues, please see "[What permissions does the CA\\$HLINK II client need to run on my desktop?](#)"

**Where can I download the most recent version of CA\$HLINK II?**

All authorized users of CA\$HLINK II can download the complete CD image from <http://www.cashlink2.gov>. By logging into this site with a valid username and password, a single executable can be downloaded and installed to a client machine.

**What are the minimum browser requirements for the CA\$HLINK II download page?**

The minimum browser requirements for the CA\$HLINK II download page are Internet Explorer 5.5 and higher as well as Netscape Navigator 4.5 and higher. Other browsers may work, but are not currently supported.

**Why can't I view the CA\$HLINK II download page?**

If you are using a browser that meets the minimum requirements, please verify that TLS 1.0 has been enabled. The option to enable TLS 1.0 should be located in the options dialog.

**Why does CA\$HLINK II run slowly?**

If you experience sluggish performance after successfully installing CA\$HLINK II, this is likely a hardware related issue. The minimum hardware specifications listed in the Connectivity, Hardware and Software Requirements document are the minimum requirements to run CA\$HLINK II, but for better performance your computer should conform to or exceed the recommended hardware specification.

**Does CA\$HLINK II support Citrix?**

CA\$HLINK II currently does not support Citrix. If your organization uses Citrix, a dedicated desktop PC with Internet access will need to be set configured and CA\$HLINK II installed onto that PC. All transactions to CA\$HLINK II should be made with this PC.

**Does CA\$HLINK II support installations to a network drive?**

CA\$HLINK II currently does not support installations *to* a mounted network drive. All CA\$HLINK II installations should be made to the local disk drive. Please be advised, this is not the same as installing *from* a network drive. CA\$HLINK II can be installed from a network drive to a local disk drive, however installation times will vary depending on network traffic, and may take several minutes to complete.

**Why did I receive an Application Manager update dialog after starting the application?**

This dialog is only received when an updated version of the Application Manager is deployed to the client machines. This is a normal part of the operation of CA\$HLINK II and is nothing to worry about.

**What do I do if I receive a “bad\_record\_mac” error on application startup?**

This is a fatal HTTPS error. If you receive this exception, please contact the CA\$HLINK II HelpDesk immediately.

**Why do I receive an error that more than one instance of CA\$HLINK II is running?**

This error can be received when one of two circumstances exist. To resolve this ensure that all applications, including CA\$HLINK II, are shut down. Invoke the Windows NT Task Manager, click on the Processes tab, and sort by name. Kill any running javaw processes and close the Task Manager. Next, right-click the CA\$HLINK II icon placed on the desktop, click on properties, and click find target. Carefully delete any “.running” files that may exist. These may be named “.running000”, “.running001”, etc. After performing these steps, restart CA\$HLINK II.

**CA\$HLINK II used to work, but after an upgrade it doesn’t any more. What should I do?**

On rare occasions, CA\$HLINK II will be rendered inoperable after an upgrade. If this happens, you should call the CA\$HLINK II HelpDesk for help on resolving your specific issue. If you have work that must be completed immediately, you can reinstall CA\$HLINK II with the most recent version. This should resolve any issues that are being experienced. Please see the CA\$HLINK II FAQ for information on how to obtain the most recent version of CA\$HLINK II.

**Why can’t I see the CA\$HLINK II home page at <https://www.cashlink2.gov>?**

The encryption currently supported by the CA\$HLINK II web servers is TLS v1.0. No other form of encryption, this includes SSL v3, is supported. To enable TLS v1.0 in your web browser, click on Tools and then select Internet Options in the menu. Click the Advanced tab and then, in the Security section, ensure that “Use TLS 1.0” is checked. Click OK to commit the changes and then try the CA\$HLINK II home page again.