Attention: MDS, OASIS, LTCH, IRF, SWB, EPOC, PBJ and others using remote access.

Note: *It is imperative that you either have Admin rights on your workstation or that you have an IT staff member with Admin rights assist you the first time you login following the upgrade.*

For instructions on checking your Administrative Rights – please check the FAQ (Frequently Asked Questions) at:
https://www.qtso.com/download/CMSNet_FAQ102016.pdf

Juniper Gateway and Client Upgrade Details

This is a notification that there will be a CMS upgrade to the Juniper Gateways and the Client software currently used by the QIES user groups who remotely log into CMSNet for required reporting.

The upgrade will be performed in two phases, as shown below.

- The upgrade of the Gateway for states east of the Mississippi will be performed on or after March 17, 2018.

- The upgrade of the Gateway for states west of the Mississippi will be performed two weeks later, on March 31, 2018.

The client upgrade is automatic and will take effect the first time you attempt to access the upgraded QIES Gateway using your Juniper Client VPN. Upon connection, the Juniper Gateways will start an automatic software update to the Juniper Client on the user's workstation.

If you typically use the East Gateway, but cannot obtain admin rights to your PC to install the new Juniper client immediately after March 17th, then, between March 17 and March 31, 2018, you can still access the VPN solution through the West Gateway by either clicking the following link or typing it into your browser: https://qies-west.cms.gov.

Note: After March 31, 2018 **all** users will be required to complete the upgrade to the new client in order to successfully connect to either of the two newly-upgraded Gateways.

Figure 1. CMS Secure Access Service Map
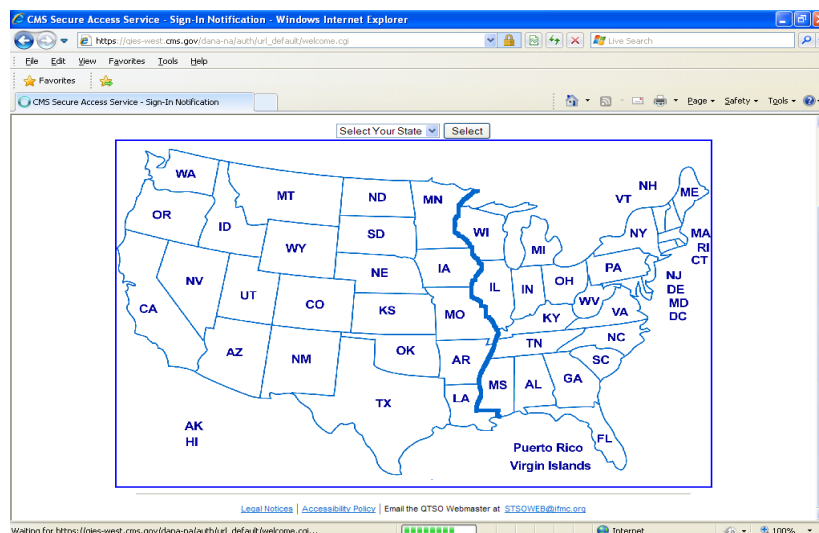
If you have any questions concerning this information, please contact the CMSNET Support at MDCN.mco@palmettogba.com or 1 (888) 238-2122.