CECW-CO

MAY - 1 2009

MEMORANDUM FOR CHIEFS, CONSTRUCTION-OPERATIONS AND NATURAL RESOURCES MANAGEMENT DIVISIONS AND DISTRICTS AND OPERATIONS PROJECT MANAGERS

SUBJECT: Memorandum of Understanding (MOU) between the U.S. Army Corps of Engineers (USACE) Information Technology (ACE-IT) and Operations Division, Support of National Recreation Reservation Service (NRRS)

1. Effective immediately, the subject MOU establishes a cooperative relationship between USACE ACE-IT and Operations Division, enclosed. It details the support that ACE-IT provides related to the computing infrastructure in support of the NRRS program.

2. This MOU also provides a method to purchase refresh/replace NRRS computer systems to include computers, monitors, cash drawers, and printers through ACE-IT.

3. The POC in CECW-CO for the NRRS program is Mr. Pep Persio, (202) 761-0036. The NRRS Program Manager and COTR is Mr. Greg Webb (817) 886-1576. Questions regarding this MOU and NRRS program may also be directed to respective Division and District POC's.

FOR THE COMMANDER:

Encl

MICHAEL G. ENSCH
Chief, Operations
Directorate of Civil Works

MEMORANDUM OF UNDERSTANDING
Between the
US Army Corps of Engineers Information Technology (ACE-IT)
and the
USACE Operations Division, National Recreation Reservations System
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I. PURPOSE: The purpose of this Memorandum of Understanding (MOU) is to establish a cooperative relationship between ACE-IT and the USACE Operations Division. Regarding the support that ACE-IT provides related to the computing infrastructure in support of the NRRS program.

II. RESPONSIBILITIES:

    a. ACE-IT shall:

    1) Support the ACE-IT acquired, ACE-IT imaged PCs that are deployed at the various campground facilities across USACE by providing break-fix services:

        a) On-site return to service of system related to hardware failure unless service can be restored quicker by shipment of a new system.

        b) Replacement of system where required as a reimbursable item.

        c) Reimaging of system as needed if the system is repaired or replaced.

        d) Provide next business day return to service in accordance with service level agreements.

    2) Provide 24x7 call-in services thru the ACE-IT Enterprise Service Desk.

    3) Provide phone support to customers of the NRRS reservation systems.

        a) Phone support will be limited in that ACE-IT does not have remote access to these systems due to their configuration on the Hughes satellite network and the lack of a remote control agent on the systems.

        b) Phone support will be limited to the operation of the PC as it relates to the operating system and the browser. Support to the NRRS reservation application will be the responsibility of the NRRS reservation contractor.

        c) Work with local park rangers as needed to perform remote troubleshooting.

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4) Provide a method to purchase refresh/replacement NRRS reservation systems to include cash drawers, receipt printers and report printers thru the ACE-IT Surge ordering process. (Statement of Work in support of this MOU (SOW) enclosed). The USACE Operations Division can acquire these systems thru the use of a MIPR to ACE-IT to include delivery, imaging and on-going support.

b. USACE Operations Division shall:

1). Contact the ACE-IT ESD to report hardware problems associated with the reservation PC.

2) Contact the NRRS reservation contractor for issues related to the reservation processing web site and code.

3) Contact the NRRS reservation contractor for issues related to Satellite connectivity.

4) Avoid loading additional applications or changing configuration on the PC.

5) Provide physical access to the PC as coordinated by the ACE-IT ESD for on-site break-fix services.

6) Reboot the system as needed and prompted by the Microsoft automatic update processes.

7) Provide initial troubleshooting through the use of the local park rangers or other NRRS support staff.

III. MUTUAL UNDERSTANDINGS. It is mutually agreed and understood by the parties that:

a. Remote access to perform troubleshooting is not possible by ACE-IT. The only method of remotely troubleshooting is with the hands-on assistance of the NRRS support team or Park Rangers.

b. Patching and securing of these systems will be via vendor network access (Antivirus, Microsoft Automatic updates etc. and not via ACE-IT provided tools.

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c. ACE-IT will not perform system testing prior to automated patches and updates being applied.

d. ACE-IT will not perform break-fix services on those systems that were not acquired thru ACE-IT.

IV. POINTS OF CONTACT. The following individuals will be the points of contact for this MOU. ACE-IT- ESD and USACE Operations Division - Peppino Persio.

MICHAEL G. ENSCH
Chief, Operations
Directorate of Civil Works
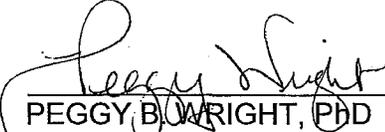
PEGGY B. WRIGHT, PhD
Director, US Army Corps of Engineers
Information Technology

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Scope of Work:

Support of NRRS Reservation Workstations

National Reservation Recreation System

27 April 2009

1. **Background:** USACE, in concert with other federal recreation entities, entered into a contract to provide reservation processing services to USACE recreation sites. This includes the reservation processing support (web and phone) to call centers and also includes the provision of satellite based network connectivity between various USACE reservation sites and the NRRS reservation contractor location. This contract for connectivity includes services to support the network and devices that connect the reservation workstation at the USACE recreational sites back to the reservation center but does not include the provision and ongoing support to the actual reservation workstations. In that these workstations should not have the USACE standard image, standard Army security model and are not connected to the USACE networking infrastructure, the USACE customer is requesting that ACE-IT provide a proposal to provide additional workstations and associated infrastructure.

2. **Scope:** ACE-IT is requested to provide the ability for sites to acquire standard NRRS workstations, Receipt printers, report printers and cash drawers on a surge/cost reimbursable basis.

3. **Objectives:** The goal of this effort is to provide the ability to refresh existing systems or provide additional equipment across USACE for reservation processing.

4. **Tasks:** The following tasks are requested to be performed:

    a. Provide an acquisition vehicle for PC configuration "A" systems at sites as identified and directed by customer thru surge requests.

    b. Provide acquisition vehicle for receipt printer, cash drawer and reports printer using specifications as provided as coordinated with customer. (see attached requirements listed in Appendix B).

    c. Imaging of systems using the currently available existing NRRS image. Pre-imaged systems are to be shipped to major field site for subsequent installation at the campgrounds by local non-ACE-IT

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staff/Rangers at sites.

    d. Provide support access thru the ACE-IT Enterprise Service Desk (ESD) for remote and on-site support to include PC break-fix for 3-year life-cycle of PC.

    e. Develop SOPs and processes for ESD to receive and respond to service requests related to NRRS PC infrastructure including transfer of calls to/from Eyaktek and NRRS reservation contractor.

5. **Delivery:** Delivery of equipment should be made as coordinated with customer.

6. **Government-furnished property:** Connectivity from PC to Reservation system, power for PC, reservation system application.

7. **Security:** Non Army-standard security practices will be deployed. These systems will not be deployed with the Army Gold Master (AGM) configuration and will not be deployed with Active Directory userid authentication systems or Common Access Card (CAC). It is assumed that the NRRS contractor/vendor solution will protect the necessary PII and financial information and that this information, if stored locally on the PC either on a permanent or transient (memory or disk-cache) basis would be encrypted. While ACE-IT can strive to ensure that all systems are patched and protected, care must be taken to ensure that a stolen PC does not result in loss of financial information of PII.

8. **Assumptions:** It is assumed that:

    a. IP based access can be provided, thru the Eyaktek managed devices to the deployed PCs.

    b. There will be staff on-site at the project office to perform the physical installation at the campground.

    c. Issues related to connectivity of the site, specialized printers and related to the NRRS application will be reported and coordinated with the associated non-ACE-IT helpdesks and will typically be performed by NRRS support staff.

    d. ACE-IT will receive and respond to issues related to the PC and will be provided POCs for network and applications (NRRS) issues.

9. **Place of performance:** The places of performance are those Sites as identified in Appendix A.

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10. **Period of performance:** The period of performance shall commence upon installation and continue for the life of the ACE-IT contract. The proposed life-cycle of these systems is 3-years from the date of installation and acceptance at the site.

11. **Proposal costing guidance:** Costing will include adequate detail to define costs for:

    a. Workstation configuration A with Credit card-swipe keyboard + imaging costs

    b. Receipt printer

    c. Reports printer

    d. Cash Drawer.

    e. Items must be able to be purchased separately or as combined package.

12. **ACE-IT POCs for this SOW:**

    a. Charlotte Glass, ACE-IT Transformation Office 601-634-3273

13. **Customer POC for specifications of items/compatibility**

    a. Greg Webb, NRRS POC (817)886-1576

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APPENDIX A

Listing of sites for NRRS PC support

C:\MASTER List -
USACE NRRS Point of

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APPENDIX B

PC and Software Requirements

This attachment describes the configurations. When responding to this SOW, the following guidance should be followed:

- Base proposed configurations on "recommended requirements".

- Network card is required.

- Provide reports printer to remain compatible with application- note that space is VERY limited in most of the gate attendant booths and this should be taken into account in proposing a printer model. Simplicity should also be a selection factor.

- Any of the listed card-swipe keyboards are acceptable.

- Cash drawer and receipt printers: Note that any model will work with the application, but not every cash drawer will work with every printer. If there is a need to replace the receipt printer and the original printer model is not available it is likely that the cash drawer will also need to be replaced.

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ACE-IT NRRS

Point of Sale Equipment

Setup and Configuration

Image/Instructions

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NRRS Point of Sale Equipment Configuration

Overview

This document outlines the equipment specifications, settings and downloads, and installation/configuration procedures required for the NRRS point of sale equipment which includes; personal computers, receipt and report printers, cash drawers, and credit card swipes. Also part of the NRRS equipment/service is the satellite terminal, dish, and supporting satellite network; however, the satellite equipment and satellite network is being supported under separate contract.

It is critical that all the NRRS point of sale equipment meet the minimum specifications and is setup and configured as outlined in this document in order to connect to the Internet using the satellite network to access the NRRS applications.

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NRRS Point of Sale Equipment Recommended & Minimum Requirements The following list identifies Recommended and Minimum Requirements for NRRS Point of Sale equipment.

Recommended Requirements	Minimum Requirements
System	**System**
2 GHz Intel Pentium 4 Processor	600 MHz Intel Pentium III Processor
40 GB Hard Disk Drive	10 GB Hard Drive
1GB RAM	512 MB RAM
DVD ROM	48X CD-ROM
8MB Video Card (capable of 1024 x 768 resolution)	8MB Video Card (capable of 1024 x 768 resolution)
Network Card (Ethernet 10/100Mbps only required if connecting to network devices)	Network Card (Ethernet 10/100Mbps only required if connecting to network devices)
Internal Modem 56K (if using dialup ISP, not required if using DSL or Cable for Internet connection)	Modem 56K (if using dialup ISP, Internet connection speed must be 28 kbps or higher)
UPS Battery capacity to run for at least 12 minutes	UPS Battery capacity to run for at least 12 minutes
Keyboard	Keyboard
Mouse (PS/2 Connector)	Mouse (PS/2 Connector)
20" SVGA Monitor	17" SVGA Monitor
Credit Card Swipe – ID Tech Mini Mag Swipe (IDT3331-12UB, IDT3331-33UB, IDMB-334133B or IDMB-334112B) IDTech Versakey POS Keyboard (IDT3331-12UB)	
Printers	**Printers**
Laser Printer (HP Compatible)	Laser Printer (HP Compatible)
Citizen IDP- Receipt Printer (Citizen Model IDP 3540, IDP -3550, Citizen CD-S500 or equivalent)	Citizen IDP- Receipt Printer (Citizen Model IDP 3540, IDP -3550, Citizen CD-S500 or equivalent)
Optional Cash Drawer – MMF Industries ECD 200 or equivalent.	Optional Cash Drawer – MMF Industries ECD 200 or equivalent
Heritage 200 Cash Drawer	*Heritage 200 Cash Drawer*
If using this model ensure that it is the below part number and using the same cable as identified Manufacturer Part No: 226-111151312-04	*If using this model ensure that it is the below part number and using the same cable as identified Manufacturer Part No: 226-111151312-04*
Printer Interface Cable for Epson Printers - Manufacturer Part No: 226-199EPSN10-00	*Printer Interface Cable for Epson Printers - Manufacturer Part No: 226-199EPSN10-00*
Software	**Software**
Microsoft® Windows XP SP 2 professional	Microsoft® Windows XP SP 2 professional
Microsoft .NET Framework 2.0 with SP1	Microsoft .NET Framework 2.0 with SP1
Anti Virus Software	Anti Virus Software
Adobe Acrobat Reader	Adobe Acrobat Reader
Internet Explorer Version 6.x or 7.x	Internet Explorer Version 6.x or 7.x
Adobe SVG Plug-in version 3.0 (the browser will prompt for an online install the first time the maps are used).	Adobe SVG Plug-in version 3.0 (the browser will prompt for an online install the first time the maps are used).
Receipt Printer/Cash Drawer activation program	Receipt Printer/Cash Drawer activation program
Printer Active X Driver	Printer Active X Driver
Microsoft Excel or Microsoft Excel Viewer (http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN)	Microsoft Excel or Microsoft Excel Viewer (http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN)
Receipt Printer Drivers	Receipt Printer Drivers
Dial Up Networking (included on Windows)	Dial Up Networking (included on Windows)
Telecommunications	**Telecommunications**
One (1) Dedicated Phone Line or high speed connection for Internet	One (1) Dedicated Phone Line or high speed connection for Internet
Internet connection DSL or High Speed Cable	Internet connection (28 kbps or higher)

*Please note, that the PC Pay Credit Card swipe device that some locations were using with the previous reservation system(Park Suite) software is not compatible with the new NRRS ORMS application.
*Note that the Microsoft .NET Framework is only required for those location using the Field Manager Local (offline solution). This is not available at Go-Live and can be installed at a later date.
*Please Note USACE Satellite setup requires a Network Interface Card with a female RJ-45 connector (standard Ethernet port).

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ActiveX and SVG Setup

Step One: Setting up the PC to download ActiveX drivers and Receipt Printer

1. Log onto the Windows operating system with an Administrator account

2. Connect to the Internet.

3. Open Internet Explorer by double clicking on the blue 'E' icon on your computer's desktop screen or 'Internet Explorer' under the programs listing.

4. In the task bar, select 'Tools', and then click on 'Internet Options'

5. Choose on the 'Security' tab and click on the 'Custom Level…' button

6. In this window, please make sure that the following heading are set to 'Enable'

   - Automatic prompting for ActiveX controls [Internet Explorer 6 or higher]

   - Binary and script behaviors

   - Run ActiveX controls and plug-ins

   - Script ActiveX controls marked safe for scripting

7. In this window, please make sure that the following heading are set to 'Prompt'

   - Download unsigned ActiveX controls

   - Download signed ActiveX controls

   - Initialize and script ActiveX controls not marked as safe

8. Click the 'OK' button and save the settings. Then click the 'OK' button to get out of Internet Options window.

Step Two: Setting up the NRRS websites as Trusted Sites

1. Open Internet Explorer by double clicking on the blue 'E' icon on your computer's desktop screen or 'Internet Explorer' under the programs listing.

2. In the task bar, select 'Tools', and then click on 'Internet Options'

3. Choose on the 'Security' tab, Highlight the 'Trusted Sites' icon and click on the 'Sites' button

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4. Type "https://orms.reserveamerica.com" in the '<u>Add this web site to the zone field</u>'.

5. Type "https://training.reserveamerica.com" in the '<u>Add this web site to the zone field</u>'.

6. Also make sure to place a check in the radio box, where '<u>Require server verification (https:) for all sited in this zone</u>' as the connection to the website is on a secure connection (SSL).

7. Click the 'OK' button and save the settings. Then click the 'OK' button to get out of Internet Options window.

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Step Three: Setup of the SVG Viewer for viewing NRRS Maps

1. Open Internet Explorer by double clicking on the blue 'E' icon on your computer's desktop screen or 'Internet Explorer' under the programs listing.

2. Place the following text in the browser http://download.adobe.com/pub/adobe/magic/svgviewer/win/3.x/3.03/en/SVGView.exe, click 'go' or press the <enter> button. You will be prompted with the following message.
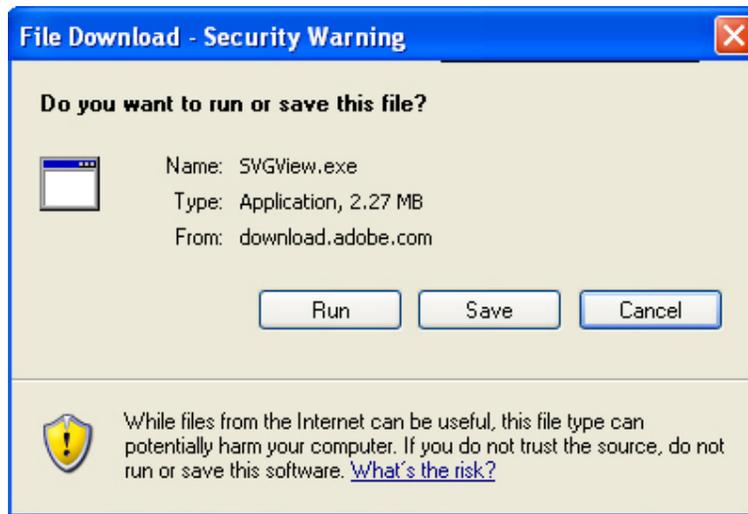
3. Follow the instructions and install the SVG application

Receipt Printer Configuration

Step One – If No Driver on the PC

If the drivers for the printer have not been installed on the PC, please visit for the following link to obtain a copy of the drivers:

http://citizen-systems.custhelp.com/cgi-bin/citizen_systems.cfg/php/enduser/std_adp.php?p_faqid=90&p_created=1023312526&p_sid=mwDWj4ti&p_accessibility=0&p_lva=&p_sp=cF9zcmNoPTEmcF9zb3J0X2J5PSZwX2dyaWRzb3J0PSZwX3Jvd19jbnQ9MTYmcF9wcm9kcz0xNzAsMjQ3LDI1OSZwX2NhdHM9MTA4LDExMSZwX3B2PTMuMjU5JnBfY3Y9Mi4xMTEmcF9wYWdlPTE*&p_li=&p_topview=1

Proceed to the section "File Attachments', and download the file 'Win367.exe' to your desktop. Once the file has saved to your designated location, please run the executable from that location.

Continue to the '**Print Driver on PC'** Section

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Step Two – Once the Print Driver is on the PC

1. Click the Windows **Start** menu and click **Settings** > **Printers and Faxes**.

2. Under the Printer Tasks heading, click **Add a printer**.
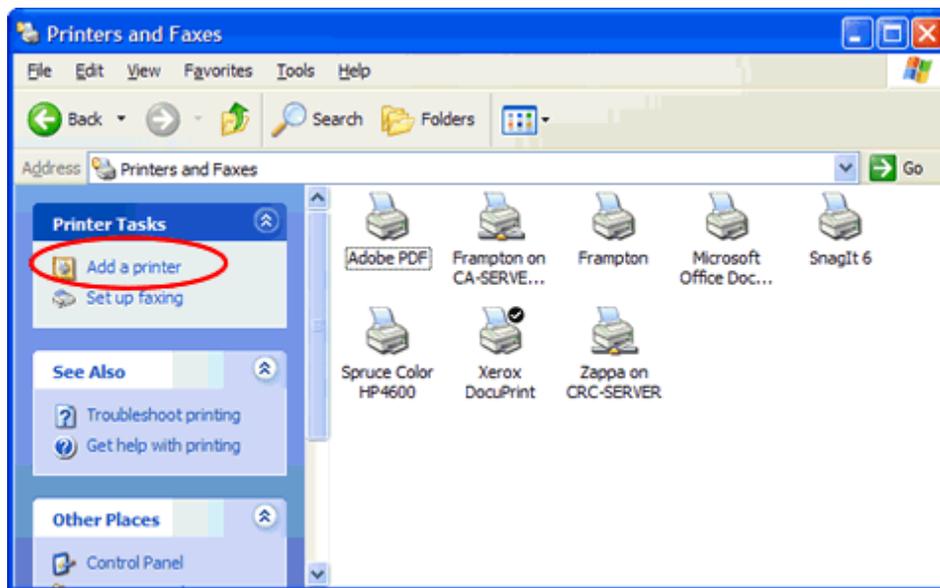
3. When the Welcome to the Add Printer Wizard window is displayed, click **next** to continue.

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4. When prompted to select which type of printer to set up, enter the following information and then click **Next** to continue:

- **Local printer attached to this computer**: selected.
- **Automatically detect and install my Plug and Play printer:** unchecked

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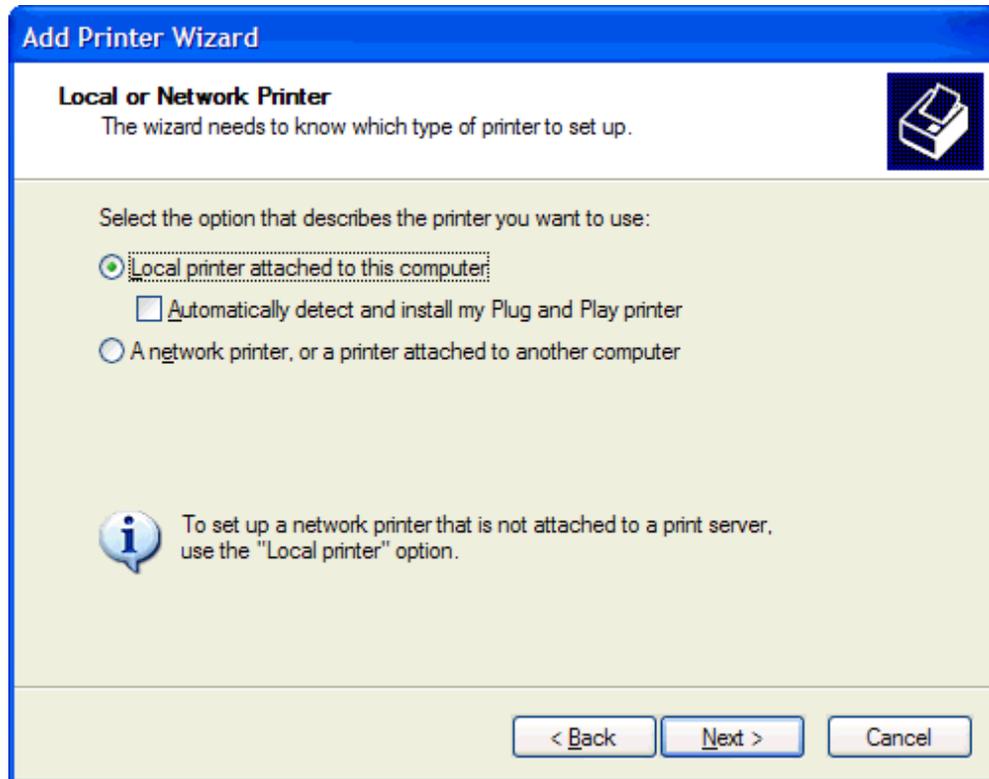
5. When prompted to select which type of Manufacturer from the list choose 'Citizen', then under the printer column choose 'IDP3550'. Once the following information has been select then click **next** to continue.

6. Use the default name of the Printer, and make this Printer your 'Default' printer. Once all these selections have been made proceed to click next until the process has been completed.

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Citizen Printers Printing Long Receipts (Double Spacing Fix)

If you are having issues with your receipt printer, printing receipts with double spaces (i.e., the receipt is VERY long), please follow the below instructions to adjust the dip switch settings on your printer.

1. Power off the printer and tip it onto its front.

2. Remove the cover and locate the jumpers inside the printer above the Citizen sticker on the front.

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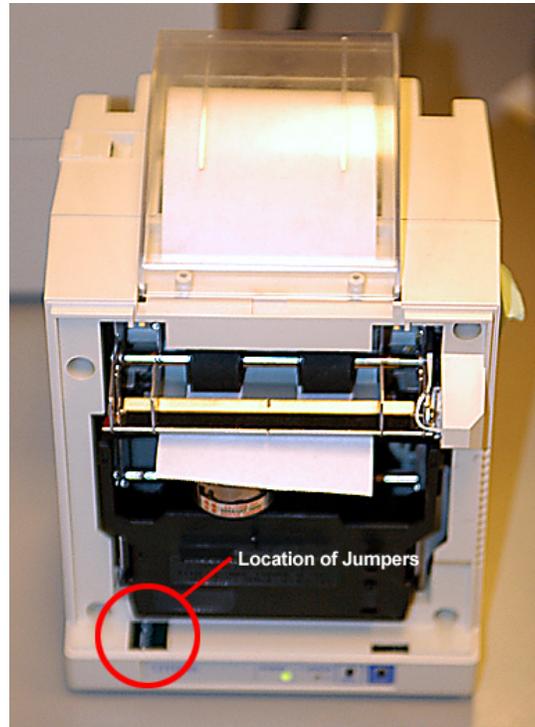
3. Jumper 1 is at the front, and Jumper 10 is located at the back. Locate Jumper 6 and make sure it is in the 'ON' position, which is to the left. When Jumper 6 is in the 'OFF' position it sends a carriage return after each line. Hold down the 'LF' button, turn the power on, and release the button. The printer will perform a self-test and the double spacing should now be corrected.

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Instructions for Entering the Satellite Network Connection Settings in the NRRS PC

Click on Start and Select Control Panel

Select Networks Connections

Right click on Local Area Connections, Under LAN or High Speed Internet and select Properties

In the box "This connection uses the following items" arrow down to the Internet Protocol (TCP/IP)

Select Internet Protocol (TCP/IP) and click on the Property Button.

Select use the Following IP Address and enter the connection data off the install spreadsheet for the site:

IP Address Lan1 IP Address + 1
[For example if the Default Gateway LAN 1 IP address is 10.1.4.185, enter 10.1.4.186 for the computers IP Address]

Subnet Mask 255.255.255.248

Default Gateway Lan1 IP Address (off spreadsheet)

Select use the Following DNS Service Address:

Preferred DNS Server 66.82.4.8

Alternate DNS Server 66.82.4.12

Then Click OK

Once that is done you should be able to connect to the internet through the satellite network.

If this does not work you need to contact your local NRRS CATT representative or local ACE-IT shop for help in entering and saving these settings.

If the problem is a satellite equipment (terminal or antenna dish) issue you may contact the Hughes Help Desk Number. See Satellite Service Troubleshooting Procedures before contacting the Hughes Help Desk.

Remember, the NRRS point of sale equipment is government owned and supported. ReserveAmerica or Hughes are not required to help with any NRRS point of sale equipment problems.

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Instructions for Removing the Existing Certificate

From a internet page on the campground PC
Step 1: Click Tools
Step 2: Click Internet Options
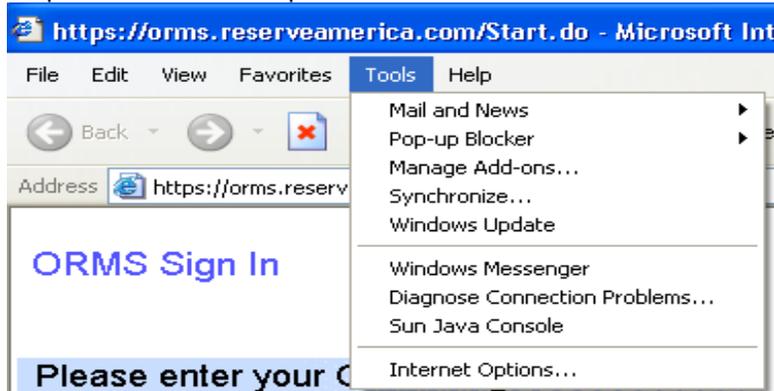
Internet Options Window will appear
Step 3: Click Content Tab
Step 4: Click Certificates button
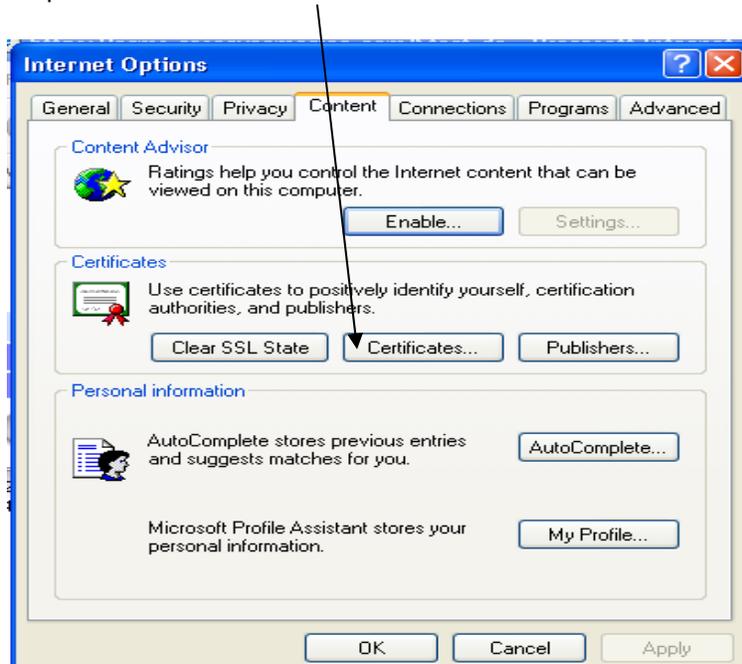
Certificates Window will appear

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Step 5: Click on Trusted Root Certificate Authorities (note depending on your resolution you may have to click the arrows to scroll over to this tab)
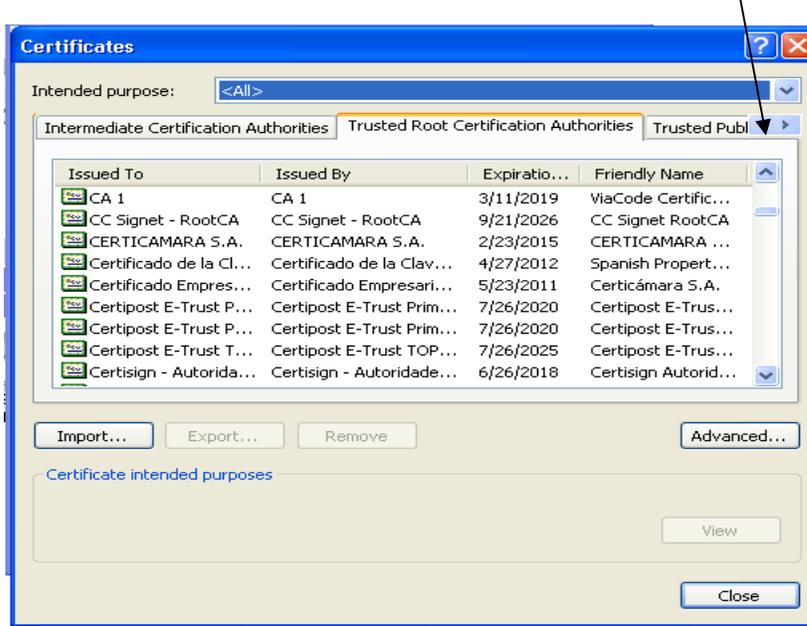
Step 6: Scroll down and see if you have a certificate called: ca.sslxl.com
If you do not have this certificate then close window. If you have this certificate proceed to Step 7.

Step 7: Click on the certificate
Step 8: Click Remove button

Certificate Info Window will appear
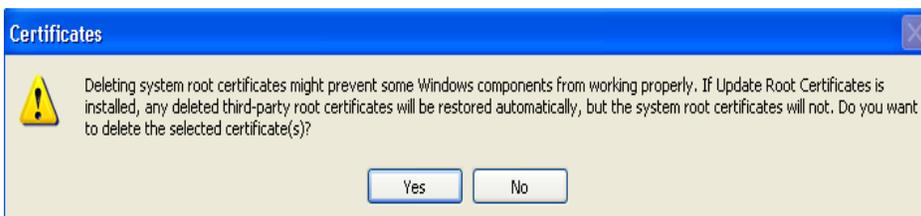
Step 9: Click Yes button
Step 10: Click Close button
NOTE: If when you get back to the Internet Options Window the Apply button is no longer grayed out click Apply button and then close the Internet Options Window.
Step 11: Close the Internet Options Window and close out of the internet.

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Instructions for Installing the Required Certificate:

Step 1: Right Click on the attached file CAINST~l.EX$
Step 2: Click on Save As

Save Attachment Window will appear
Step 3: You can save it to your office computer first or to another instrument (your choice)
Step 4: Click Save button
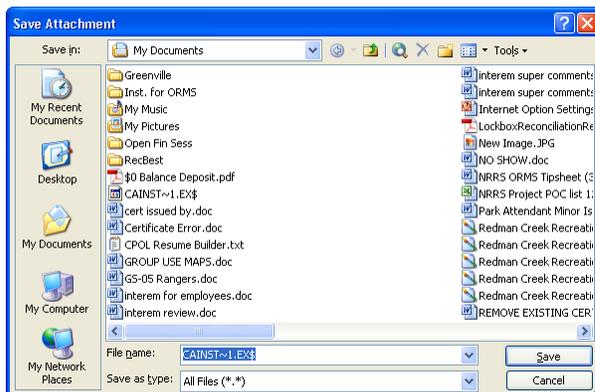
Find the file you just saved
Step 5: Right click on the file CAINST~IEX$
Step 6: click Rename

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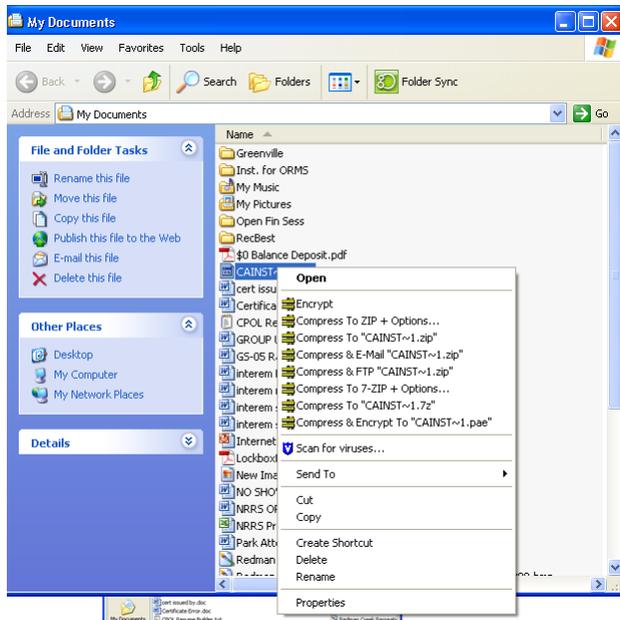
Step 7: Left Click just after the $
Step 8: Back space (which will delete) EX$ stop at the period (do not delete period)
Step 9: After the period type exe
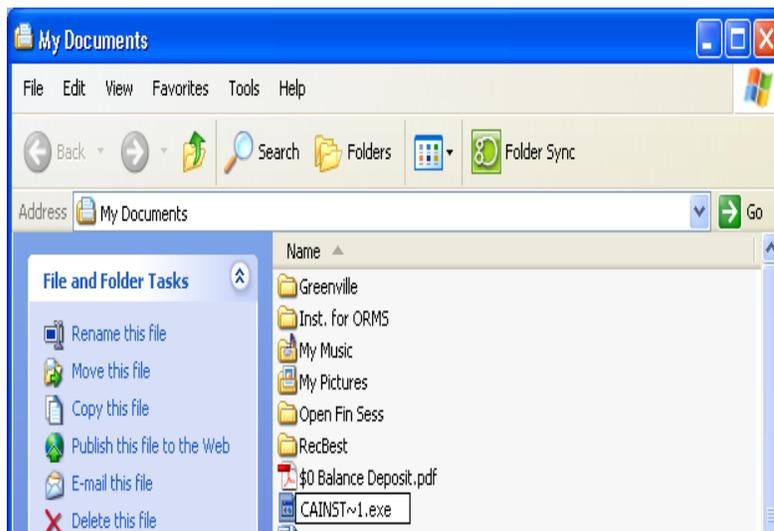
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(NRRS)
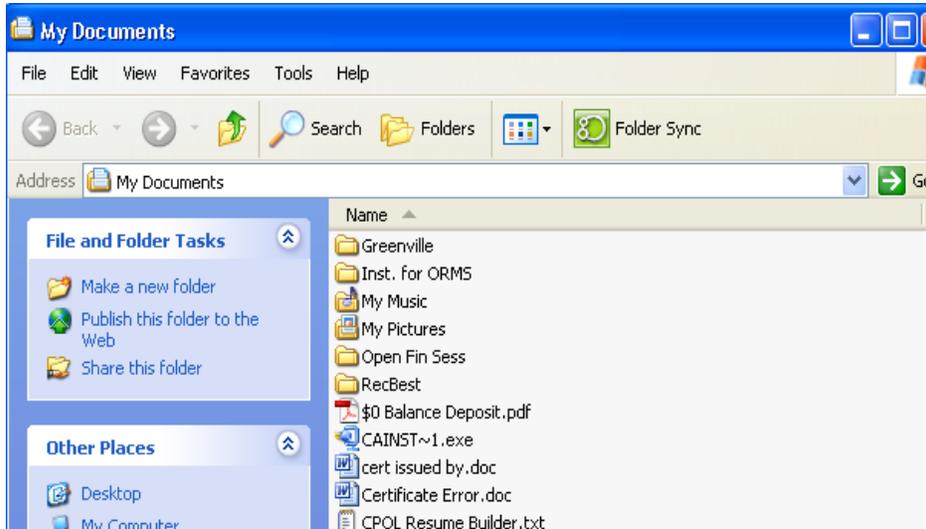
Step 10: You are now ready to take this file to the campgrounds and install it on the systems.

Step 11: At the campground you should have removed (if it was on your PC) the certificate ca.sslxl.com. If you have not verified that the certificate IS NOT on the campground computer STOP and do so now.

Step 12: Open the drive that contains the saved file CAINST~1.exe
Step 13: Double click on the file and it will automatically install (black screen will appear and then go away).

YOU HAVE SUCCESSFULLY INSTALLED THE HUGHES NET CERTIFICATE.

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Satellite Service Troubleshooting Procedures

Reference the "Where to Get Help" section in the NRRS Operating Procedures Manual, Chapter 5.

In addition to these procedures, <u>before contacting the NRRS Help Desk</u> for a Field Manager or satellite connectivity related problem you should perform some basic troubleshooting procedures to try and diagnose if the problem is related to the satellite service, ORMS/Rec.gov website, or the local computer. Problems related to each of these areas will require help from different sources of support/responsibility.

STEP 1 (Internal Troubleshooting)

<u>**Troubleshooting to Diagnose the Problem**</u>:

The following steps should be taken before contacting the NRRS or Hughes Help Desk to try and first diagnose the source of the problem.

First: Determine nature of problem (i.e. unable to connect to the Recreation.gov website, unable to log into ORMS, unable to complete a transaction, slow or no page loads, receiving error message, etc.).

Second: Confirm device configurations for the satellite equipment and local PC, cabling hookup and AC power.

Check to see that the round power cord from the power adapter is firmly connected to the DC IN port on the back of the HN7700S unit.

Check to see that the standard plug is firmly connected to the power adapter and plugged into a confirmed, working outlet.

Check the two antenna cables ("Satellite In" and "Satellite Out") that connect the modem telnet) cable between the PC and the HN7700S.

Perform the following instructions for restarting the HN7700S unit:

Disconnect the power cord from the wall outlet. Wait 15 to 30 seconds then reconnect the power cord. This step will restart the HN7700S unit. Wait for the front and back lights to display a normal operation mode. This step will take approximately 1 minute. If lights indicate normal operation, attempt to process a transaction.

The HN7700S unit has 5 blue lights in the front panel and 1 green and 1 yellow light on the back panel. These lights can be used to help troubleshoot. Look at the table on the back of this card and write down which lights are ON and which lights are OFF or FLASHING.

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If after all equipment, cables, and lights have been checked and you are still having a problem call the Hughes Help Desk. See Satellite Service Troubleshooting Procedures before contacting the Hughes Help Desk.

Note:
  • Light cloud cover or precipitation should have no affect on satellite performance
  • Heavy rain or snow may affect satellite performance

If the source of the problem is determined to be with the **local computer**, e.g., computer operating system, computer software, hard drive, Windows network settings, Internet Explorer service pack version, etc., or with any of the peripheral computer equipment, e.g., receipt printer, report printer, key board, credit card swipe, etc., support for this equipment is provided locally with help from the NRRS CATT or local IT or ACE-IT office.

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STEP 2 (When you should contact the Satellite/Hughes Help desk)

During troubleshooting, if the source of the problem is determined to be with the **satellite service**, e.g., satellite connectivity, satellite terminal/router, slow page loads, able to access Recreation.gov but unable to log into ORMS, receiving a proxy server error, cannot find server error, caching proxy connection fail, web page cannot be display error, etc., support for this service is provided by the Hughes Help Desk.

If complete access to the web is down and it appears the computer is operating OK then it's probably a satellite issue and the Hughes help desk should be contacted.

If the pages or program is running slowly, this indicates it's a satellite issue and the Hughes Help Desk should be contacted.

If you can access the Recreation.gov website but cannot log into ORMS, this indicates it's a satellite issue and the Hughes Help Desk should be contacted.

If you are receiving any of the following error messages;
proxy server cannot be found; cannot find server; caching proxy connection fail; web page cannot be display, etc., this indicates it's a satellite issue and the Hughes Help Desk should be contacted in accordance with the following procedures.

Hughes Help Desk - Tel. 1-866-347-3292

Menu Tree:

1. Call 1-800-347-3272
2. You will then be asked to enter your 3 letter company ID.
3. In this case it's EAC or 322.
4. The company ID will be repeated back and the caller asked to confirm by saying EAC.
5. The company ID will again be confirmed and you will be routed to the next available technical support agent.
6. If asked to press 1 for billing support and 2 for technical support, press 2 for technical support.
7. The agent will ask you for your site ID number.

NOTE: Your site ID number is EAC0 plus your 4 digit site ID number used in the satellite install spreadsheet. The satellite site ID number does not include the 7 in front of the number that was added to the new NRRS site ID numbers. Example: Airport Park, Waco Lake, the NRRS site ID is 71001. The satellite or Hughes site ID number is EAC01001.

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	Light Label	Lights are...	Description	Action
FRONT PANEL	POWER	Solid blue	Power is on and operating normally	Normal operation
		Off	NO power	See Step 4
		Off	If any other lights are flashing then there is a hardware failure. Call for help.	Call your technical support system for support
		Flashing	Unit has power and is running in fallback.bin	Normal condition before download
	SYSTEM	Solid blue	Operating normally	Normal operation
		Off	System unavailable	Call support if needed
		Flashing	VADB Mode	Normal operation for VADB Mode
	RECEIVE	Solid blue	Operating normally	Normal operation
		Off	Outroute not acquired	Call support if needed
		Flashing	Receiving packets	Normal operation
	TRANSMIT	Solid blue	Operating normally	Normal operation
		Off	Not transmitting	Call support if needed
		Flashing	A solid light that flashes intermittently	Normal operation
		Flashing	If flashing and then goes out and then starts to flash again indicates a problem	Call your technical support system for support
	LAN	Solid blue	Operating normally	Normal operation
		Off	Cable between HN7700S and client device LAN port is not connected	See back panel below
		Flashing	Operating normally	Normal operation
	LAN Port Green LED	On	LAN device detected, ready to pass data	Normal operation
		Off	No/Invalid connection to LAN device. Be sure client device is turned on.	See Step 4

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STEP 3 (When to contact NRRSHelp@reserveamerica.com)

After troubleshooting, if the source of the problem is still unknown, your first point of contact is the NRRS Help Desk at (877) 345-6777. The NRRS help desk will walk you through some of these same procedures to help determine where the issue might be. If the NRRS Help Desk determines it's not an issue with the NRRS RA provided services, you will be directed to contact the Corps CATT for further assistance in determining if it's a satellite or PC issue.

If the source of the problem is determined to be with the **ORMS/Recreation.gov** web site or ORMS program support for this service is provided by ReserveAmerica via the NRRS Help Desk at (877) 345-6777.