



Veterinary Services Process Streamlining **Animal Import Module... OFFLINE INSTALLATION** — Job Aid for IT Specialists and Port VMOs —



- **Access Information:** Access the application via the icon located on your desktop (after the initial installation).
- **ATAC Contact Information:** (877) 944-8457 or atac@aphis.usda.gov
- **Eastern Region IT Sharepoint Site:** <http://ppqersharepoint.we.aphis.gov/aphis/vserit/default.aspx>
- **Western Region IT Sharepoint Site:** <http://vssharepoint.we.aphis.gov/it/wr/default.aspx>

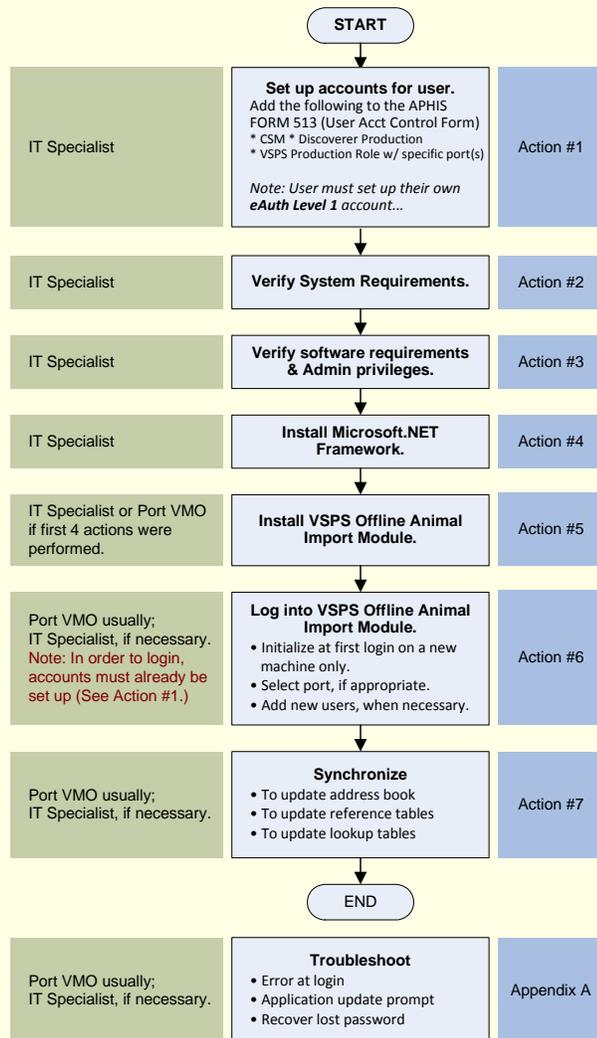


- **Scope:** This job aid provides instructions for installing the VSPS Offline Animal Import module. All of the actions listed in the process flow diagram are addressed. An appendix for troubleshooting is also added at the end of the job aid.

Note: The appropriate individual to perform each action is identified in the process flow diagram, and throughout the job aid.

Process Flow

The process flow diagram below shows the sequence of events that IT Specialists and Port VMOs follow to successfully install the VSPS Offline Animal Import module, and troubleshoot problems.



Action #1 – Create user accounts

In order for a user to access the VSPS Offline Animal Import module, the IT Specialist must set up several access accounts for them.

An APHIS FORM 513 (User Account Control Form) must be filled out and submitted to the APHIS Technical Assistance Center (ATAC) with the subject line of *VS IT Systems User Account* for the following accounts. (See below for additional FORM 513 information.)

- a. **Centralized Security Model (CSM) account**
The VS OCIO Help Desk creates the proper CSM accounts.
- b. **Discoverer (Production)**
The VS OCIO Help Desk creates this account.
- c. **VSPS User Role (Online Production Account)**
The Port VMO must have an approved Veterinary Medical Officer role for a port (or multiple ports) in order to synchronize from Offline. The Support Staff at a port must have an approved Animal Import Support Staff role for a port.

Note: The IT Specialist must request the role of the person for which they are setting up accounts.

APHIS FORM 513 (User Account Control Form) – Suggestions for filling out specific blocks on the form.

- Block 7: Add VSPS, MIM, and Discoverer
- Block 9: Add all of the following.
 - CSM (MIM Animal Import Module)
 - Discoverer Production (Animal Import Module)
 - VSPS Production Account for a Veterinary Medical Officer or for Animal Import Support Staff (for a specific port or ports if they work at multiple)

Note: To obtain an APHIS FORM 513 that is already filled out with this information, access the following URLs.

Eastern Region:

<http://ppqersharepoint.we.aphis.gov/aphis/vserit/default.aspx>

Western Region:

<http://vssharepoint.we.aphis.gov/it/wr/default.aspx>

- d. **eAuthorization - Level 1** (user must set this up themselves)
To create and register for an account, visit:
<http://www.eauth.egov.usda.gov/eauthCreateAccount.html>

Action #2: Verify System Requirements

The IT Specialist is responsible for verifying that the following system requirements are met:

a. **Supported operating systems**

- Windows XP with SP1 or later
- Windows Vista
- Windows 7

b. **Disk Space**

- 100MB

Action #3 – Verify SW Requirements

The IT Specialist is also responsible for verifying that the following software requirements are met:

a. **Required software**

- .NET Framework 3.5 SP1
- IE 6.1 or higher

b. **Before proceeding to install Microsoft .NET Framework, make sure you have:**

- Local administration privileges
- Latest Windows service packs
- Latest critical updates for the version of Windows you are running.

c. **If you don't have the items listed above, use *Windows Update*.**

Action #4 – Install Microsoft .NET

The installation of Microsoft .NET is another task for the IT Specialist.

a. **Download Microsoft .NET 3.5 SP1 from:**

<http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe>

Note: Microsoft .NET framework is a user profile-specific application. This means it is intended to run only for the user who was logged in when it was installed (The IT Specialist logs in as the user to install .NET.)

b. **Ensure .NET is installed properly.**

- Login as the user.
- Use the Windows' *runas* command using the local administrator account.

Example: If local administrator is APHISCFG, type:
`runas /user:APHISCFG dotnetfx35.exe.`

Restart your computer when .NET is completely installed or when prompted by Windows to restart.

Action #5 – Install VSPS Offline...

If the IT Specialist has verified the system & software requirements and installed Microsoft .NET, the Port VMO has the ability to install the VSPS Offline Animal Import module (The IT Specialist can also install the module.)

Install the VSPS Offline Animal Import module under the user's login profile (module is user profile-specific).

- Open the following URL address.
<https://mim.aphis.usda.gov/ClickOnceHost/LiveAnimalImport.aspx>
Note: If you are in the [Online](#) Animal Import application, click on *Install Apps* located in the blue menu bar on the left-hand side of the screen to access the *Install* button shown below.
- Enter eAuthentication user id and password.

Install VSPS Offline (continued)

- Click on *Install* button. Depending on your network bandwidth, the installation should only take a few minutes.



Action #6 – Log into VSPS Offline...

To initially log into the VSPS Offline Animal Import module, click *Start > All Programs > USDA > Live Animal Import*.

You will see the following screen that is used to establish the application's local database.



- Enter the user's eAuthentication username and password.
- Click *Create Master Database and Initial User* button.
- Select your port from the drop-down menu, click *Accept*.



- After the initial account is created, the user can add additional port users (that have obtained eAuth, CMS, and NServices accounts) by selecting: *Settings > Add New Application User*.



Note: [The Live Animal Import icon](#) is usually auto-created and placed on the desktop. It is recommended that you rename it to *VSPS Offline Animal Import*, to differentiate it from the Online application.

Action #7 – Synchronize

The IT Specialist or the Port VMO must perform the initial synchronization for each user.

Select *Synchronize > Begin >* type *eAuth* information (user id & password) > *Enter*.

This action:

- updates the Port Address Book,
- updates reference tables, and
- updates lookup tables.

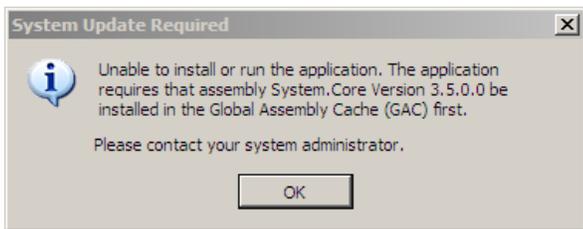
Note: When the user is synchronizing on a regular basis, the actions listed above occur as well as the upload of selected importation requests.


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Appendix A: Troubleshooting

— Problem 1 —

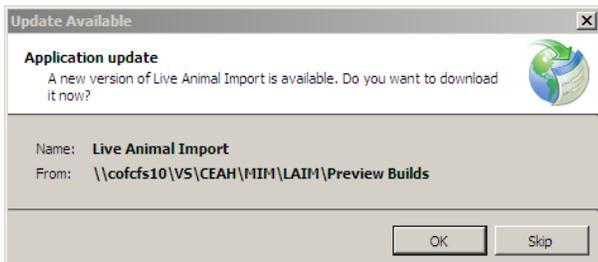
When VSPS Offline Animal Import is launched, instead of getting a login screen, the following error message is displayed.



SOLUTION: The error message indicates your computer is missing the latest version of .NET 3.5 SP1. Download <http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe> and install it.

— Problem 2 —

When VSPS Offline Animal Import is launched, the following prompt is displayed.



SOLUTION: The prompt indicates an update is available for VSPS Offline Animal Import. Click *OK* to start the update process.

— Problem 3 —

A user forgot their password to access VSPS Offline Animal Import module, and has some saved importation requests ready to upload to the Online Animal Import module.

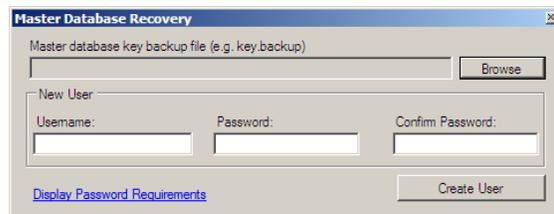
SOLUTION: The IT Specialist or authorized service & delivery person can access the key.backup file for the user's machine, enter a new username & password and save the new user database file. The user can then log into VSPS Offline Animal Import module, using the icon on their desktop and the new username & password.

Problem 3, Solution (continued)

Note: In order for the user to synchronize (upload files to Online VSPS Animal Import module) once they gain access to Offline again, it is assumed that they have already had their eAuth password reset.

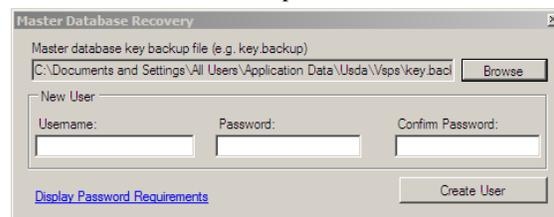
Step A: Click on *Usda.Aphis.Vs.VSPs.Laim.Recovery.exe*

Step B: Click on *Browse*.



Step C: Locate and select the *key.backup* file.

Step D: Enter a new username & password; click on *Create User*.

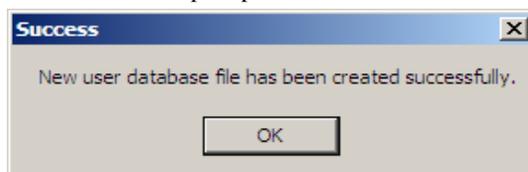


Step E: Select location to save the new user database file; click *OK*.

Note: You can save the database file to any directory, but it is recommended that you save it in:

C:\Documents and Settings\All Users\Application Data\Usda\Vsps.

Step F: Click *OK* when prompted.



Step G: The user can now log into the VSPS Offline Animal Import module using the icon on their desktop and the new username & password.