

# Addressing an Invalid IDSS Registration

## The Symptom

If you attempt to access the Iowa Disease Surveillance System (IDSS) by clicking on the IDSS magnifying glass icon and immediately receive an error message that indicates your IDSS registration is invalid, the registration key needs to be updated.

## The Cause

1. The user attempting to login has not logged in during the past 6-months. If a user does not allow 6-months to pass between IDSS logins, they will not experience this error for this reason.
2. Something related to identification of the user's PC has changed such as the network name of the PC.

## The Treatment (You may need IT staff assistance depending on your PC rights at your facility)

There are 2 ways to address this issue:

- A. Uninstall IDSS then Reinstall IDSS as outlined in Chapter 2 of the IDSS User Manual.
- B. Clear the Registration key and re-register IDSS as outlined below:

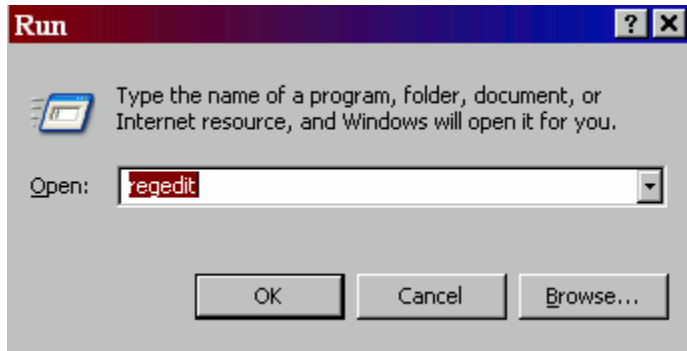
## Clearing the Registration Key

3. 1. Click on the Windows Start button and select the "Run" function from the menu.



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2. In the Open dialogue box, type “regedit” then click the OK button to open the Registry Editor.



3. Navigate to the IDSS Registration Key. Its location is found by expanding the following folders:

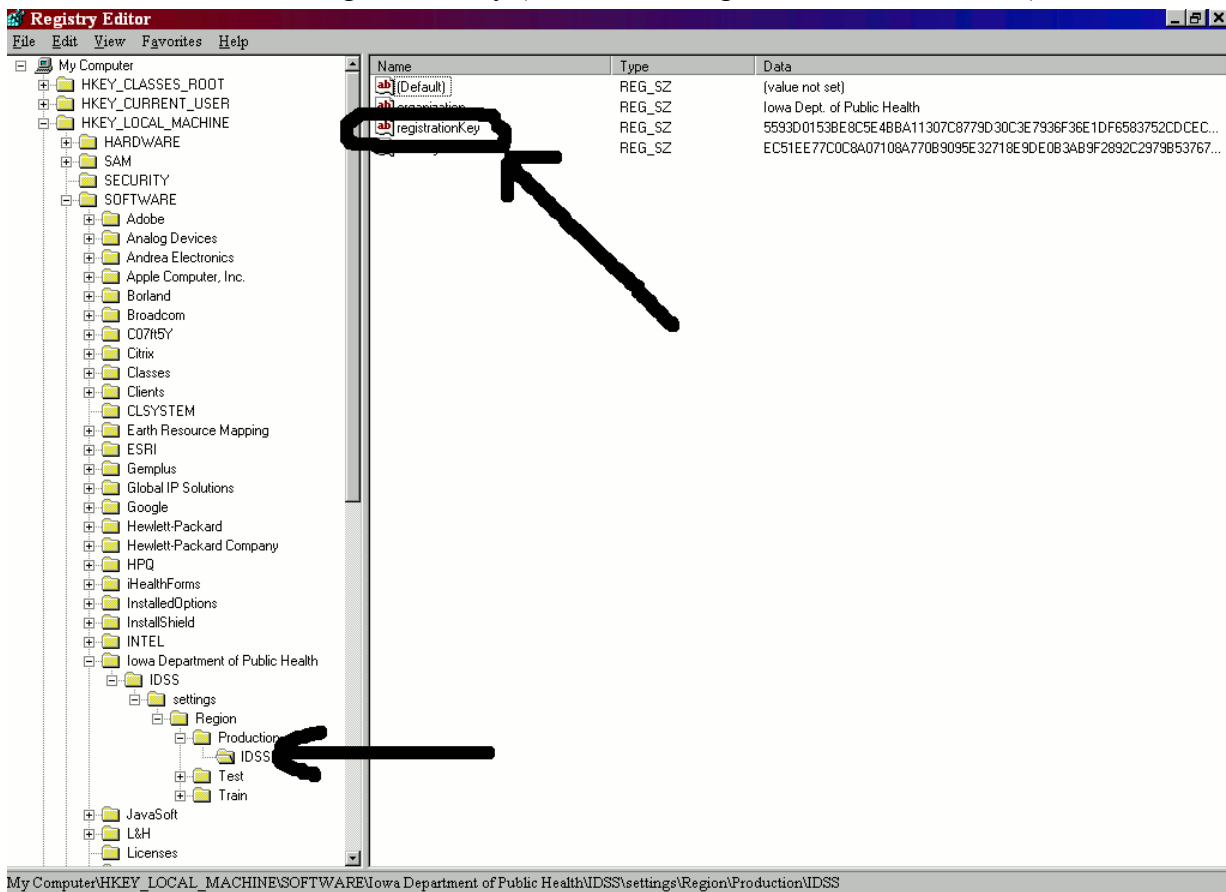
HKEY\_Local\_Machine

Software folder

Iowa Department of Public Health

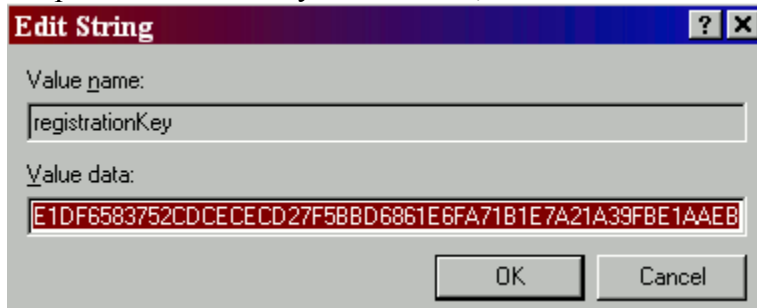
Continue opening folders until you reach the 2<sup>nd</sup> IDSS folder as in the image below

4. Double-click on the registrationkey (see arrow on right side of screen below)



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5. In the Edit String dialogue box, the Value data field value should already be highlighted – press the Delete key to remove it, then Click the OK button.



6. Close the Registry Editor window by clicking on the X in the upper right-hand corner.

## Re-Registering IDSS – Only IDSS Local Administrator able to complete this step.

(the following steps are from the IDSS User Manual)

**Step 1:** Navigate to the following Web site with your Internet Explorer or another Web browser:  
<https://www.iowadiseasesurveillance.org/setup>.



Do not close the browser or leave this web page until the IDSS application is registered, and the application is accessed for the first time on the machine. If another Web page is necessary during the installation process, open another instance of your Web browser. You may need to return to this Web site.

The “Connect to [www.iowadiseasesurveillance.org](https://www.iowadiseasesurveillance.org)” login box displays.

- ← Enter your organization number
- ← Enter your organization password
- ← Place a checkmark in the box marked “Remember my password”

**Step 2:** Use the organization number in the User name field and the organization password in the Password field. IDPH provides both of these values only to the local admin. This login allows

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access to the IDPH Application Setup Web page. Be sure to place a checkmark in the 'Remember my password' box. This allows each user future access to help text, which is also located on a secure Web site, from the application.

Enter IDSS Password →

Enter IDSS User

Enter fresh Token + SoftPIN


**Login**

User Id:

Password:

Token:

Ok

 You must change your password the first time you login on this Web site. This also changes your IDSS password in the application.

Changing the password here or in the IDSS application changes the password for both.

**Step 3:** Enter your IDSS user Id in the User Id field, enter your IDSS password in the Password field, and enter a fresh token password plus your SoftPIN in the Token field before clicking on 'Ok.' A prompt requires the user to change the default password the first time they login here on the Web site. This change will also change the IDSS password. The Web site password and IDSS password will both always change when one is changed.

The next screen allows authorized users to download token forms (see Managing Tokens on page 26 of the IDSS User Manual), the Registration Key used for installation, and the IDSS application itself.

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Registration Keys  
IDSS: Lab  
IDSS: ICP  
IDSS: State  
IDSS: LPHA

Form Options  
Token Change  
Token Inactivate  
Token Replacement

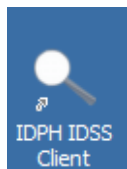
**Step 4:** Select the IDSS registration key based on the final user’s User Type from the look up table and click the ‘Get Key’ button. The registration key displays along with its expiration date and time, subsystem or user type, and organization to which it is linked.

The registration key expires after 30 minutes.

Select and copy the registration key.

- It is not necessary to download IDSS during this process. Once you have copied a new Registration key, return to the Desktop on your PC.
- Double-click on the IDSS icon.

**Step 5:** The Registration screen displays whenever an unregistered version opens. Double-click on the IDSS icon that is now on the desktop.



If you selected “Both” on the Standard or HIV/STD Installation screen during the install process, you will need to perform this Registration step twice: once using the Standard IDSS icon by the Standard IDSS local admin and once using the HIV/STD icon by the HIV/STD IDSS local admin.

The IDSS Product Registration screen displays.

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Before you can use your IDPH application you must register it.  
If you do not have a registration key, please contact the help desk.

RegistrationKey:

OS Version: Microsoft Windows NT 5.1.2600.0

.NET Version: 1.1.4322.2032

Local User: State Employee@CADE

Local Computer: CADE

IDPH Server Credential

User Id:

Password:

Advanced

IDPH Application Login

User Id:

Password:

Token:

Use of this application is governed by United States and Iowa law. Any unauthorized use or registration of this application is strictly prohibited.

Help Ok Cancel

## Step 6: Enter the Registration Key (top of screen):

- ☞ Place your cursor in the Registration Key field.
- ☞ Right-click on your mouse.
- ☞ Select Paste to paste the registration key into this field (a Registration Key was copied in step 4 under Downloading the Client Side Application).
- ☞ If nothing happens, or if something other than a long string of mixed numbers and letters gets pasted into the field, return to step 4 under Downloading the Client Side Application and get a fresh Registration Key, then repeat this step.

## Step 7: Enter IDPH Server Credential (lower left side of screen):

- ☞ Enter the organization number in the User Id field.
- ☞ Enter the organization Password in the Password field.

## Step 8: Enter IDPH Application Login:

- ☞ The **local admin** enters their User Id in the User Id field.
- ☞ The **local admin** enters their IDSS password in the Password field.
- ☞ The **local admin** enters their token in the Token field.

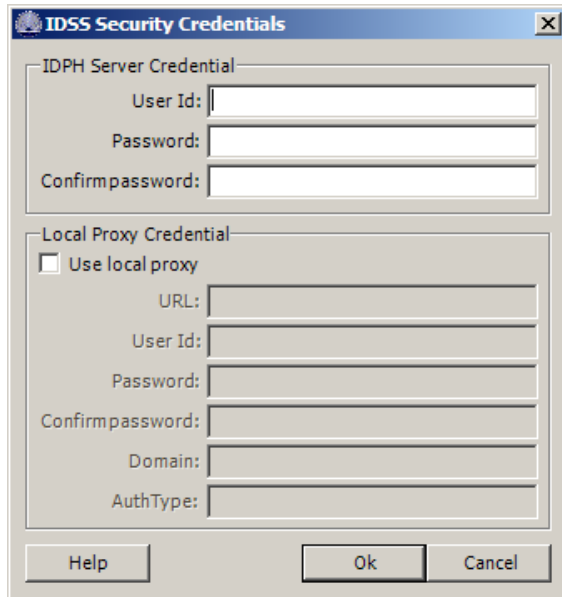


The next step, Step 9, is only necessary if the organization installing IDSS uses a proxy server when connecting the user's PC to the Internet. Step 4 requires special technical knowledge about the organization's local area network settings. If you do not know if your organization uses a proxy server, please contact your local network administrator.

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**Step 9:** Enter Local Proxy Credential (under the IDPH Server Credential):

- ☞ Click on the 'Advanced' button to display the IDSS Security Credentials screen.



- ☞ Enter the organization number in the User Id field.
- ☞ Enter the organization password in the Password field.
- ☞ Re-enter the organization password in the Confirm password field.
- ☞ Click on  Use local proxy.
- ☞ URL: is the URL and port of your local proxy (i.e. http://isaserver:8080).
- ☞ User Id: is the User Id you use for the local proxy.
- ☞ Password: is the password you use for the local proxy.
- ☞ Confirm password: re-enter your password.
- ☞ Domain: is the domain your proxy server needs.
- ☞ AuthType: is the authentication type your proxy needs (i.e. basic).
- ☞ Click the 'Ok' button to return to the IDSS Product Registration screen.

**Step 10:** Completing the Registration:

- ☞ Click the 'Ok' button on the IDSS Product Registration screen.
- ☞ There will be a short delay; then the following message displays to confirm successful registration of IDSS.

