



SmartFees CCMS and Proxy Servers - instructions for network and firewall administrators

SmartFees CCMS requires your computer to be able to connect to both the CCMS and the secure area of the smartfees.com.au website. You will need to configure any proxy server and any firewall rules to allow access to the following sites:

<https://fofms.fahcsia.gov.au/SPInterface/provider.interface>

and

<http://www.smartfees.com.au/apps/checkupdate.aspx>

and

<https://www.smartfees.com.au/smartfeesonline/>

If you also use FTP to upload a direct debit file to ChildCare EasyPay for processing, you will need to allow FTP access to the following site:

cep.ftp.pinpoint.net.au

SmartFees allows you to define the proxy server that will be used to connect to the CCMS but if your network, proxy or firewall rules disallow access to either of these sites, then SmartFees will not be able to connect to them either.

You may also have to by-pass your proxy to allow connection to the smartfees secure site or the ChildCare EasyPay ftp site.

We suggest you test the connection to each of these sites outside SmartFees first. Only when you are confident that your network, proxy and firewall all do allow access, should you then attempt to connect through SmartFees.

All proxy servers will be set up differently so what works for one will not necessarily work for another.

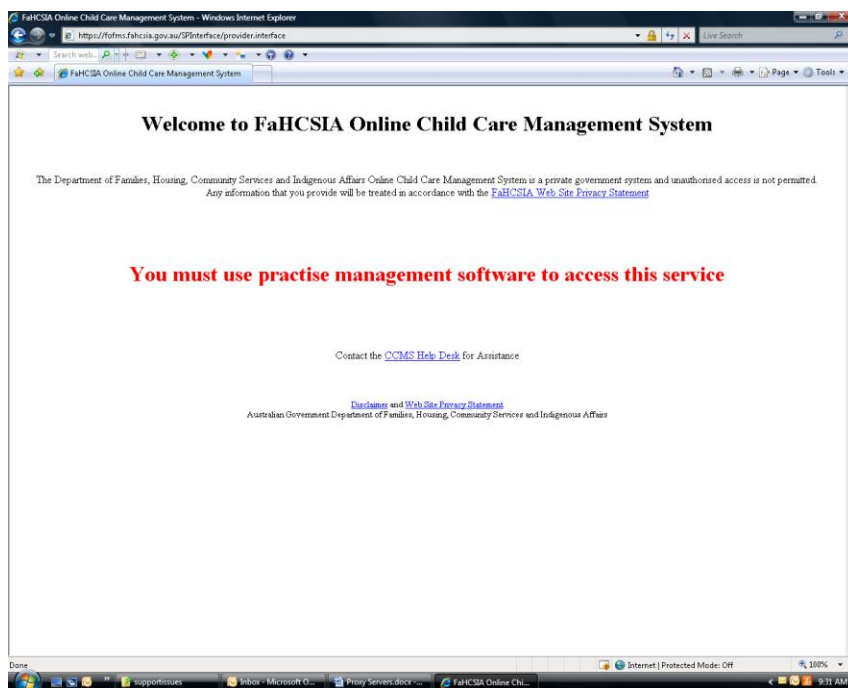


Testing the connection to the CCMS outside SmartFees

Copy the following link into the address bar in your internet browser.

<https://fofms.fahcsia.gov.au/SPInterface/provider.interface>

If your proxy server allows you to connect, you will see the following screen:



If instead, you receive an error such as 'page expired' or similar, this means your firewall or network settings are preventing access to the CCMS site. You will need to configure your proxy server settings or firewall settings to allow access to this site. Until you do this, SmartFees will not be able to connect to the CCMS either.

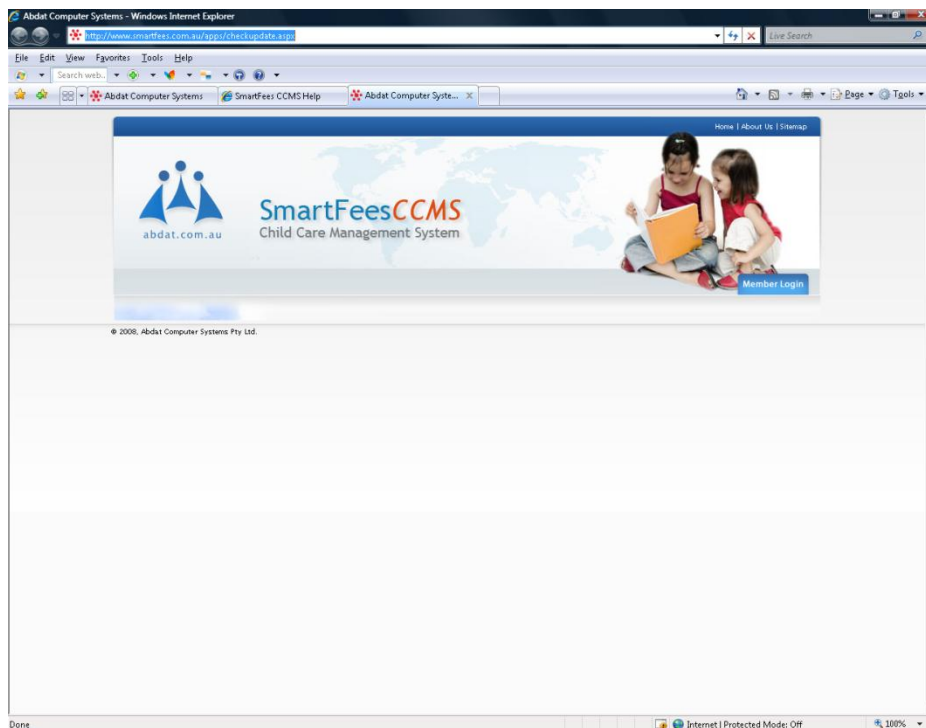


Testing the connection to the SmartFees secure site

Copy the following link into the address bar in your internet browser.

<http://www.smartfees.com.au/apps/checkupdate.aspx>

If your proxy server allows you to connect, you will see the following screen:



- If instead, you receive an error such as 'page expired' or similar, this means your firewall or network settings are preventing access to the SmartFees secure site.
- You will need to configure your proxy server settings or firewall settings to allow access to this site.
- Alternatively, you may need to by-pass your proxy to allow connection to this site.

[Until you do this, SmartFees will not be able to connect to this site either.](#)



Defining your proxy in SmartFees CCMS

Ensure you have Administrator privileges and that SmartFees has been installed with Administrator privileges. The user will also require Administrator privileges to run SmartFees.

Complete this step only if you have successfully connected to the CCMS and the SmartFees secure site from outside SmartFees as described in the 2 sections above above.

Open SmartFees CCMS and from the Setup menu, select Configuration. You need to enter 4 new Key/Value combinations. The Key may already exist in each case – you just need to enter the Value. If the Key does not exist, enter each Key/Value combination on the next blank line.

Key	Value
VacancyDeadlineBSC	7
VacancyDeadlineLDC	7
VacancyDeadlineOCC	7
VacancyDeadlineVAC	7
VacancyNonOpAdvanceASC	365
VacancyNonOpAdvanceBSC	365
VacancyNonOpAdvanceLDC	365
VacancyNonOpAdvanceOCC	365
VacancyNonOpAdvanceVAC	365
HasProxy	TRUE
ProxyServer	https://proxy.domain.com:80
ProxyUsername	yourusername
ProxyPassword	yourpassword



HasProxy

Enter 'TRUE' to indicate that you connect to the internet via a proxy server. (Set to 'FALSE' if you no longer connect via a proxy.). Note: TRUE or FALSE are uppercase.

ProxyServer

Enter your proxy server name. This should include http:// or https:// domain prefix. If this is not entered correctly, the connection will not work.

ProxyUsername and ProxyPassword

Enter your proxy username and password if your proxy requires authentication. These are case sensitive. Leave blank if your proxy server does not require this.

Test connection to CCMS through SmartFees

In SmartFees, open the Enrolment screen and try to Submit a 'Create Enrolment' transaction.

If you still cannot connect, double check that you have entered the above 4 Key/Value combinations on the Configuration screen. Both the Keys and the Values must be spelt correctly.

Troubleshooting the connections

Proxy Server Exception Settings

If you are still having trouble connecting, creating a Proxy Server Exception in Internet Explorer may help resolve this issue.

1. Open Internet Explorer, from the Tools button, select Internet options, click on the Connections tab.
2. Highlight the Internet connection you are using and then click on the Settings button. There is a section devoted to Proxy servers.
3. Check this is it set correctly, click on the Advanced button.



4. In the Exceptions section enter the following URLs, note a semicolon (;) must be used to separate entries:

<https://fofms.fahcsia.gov.au/SPIInterface/provider.interface>

<http://www.smartfees.com.au/apps/checkupdate.aspx>

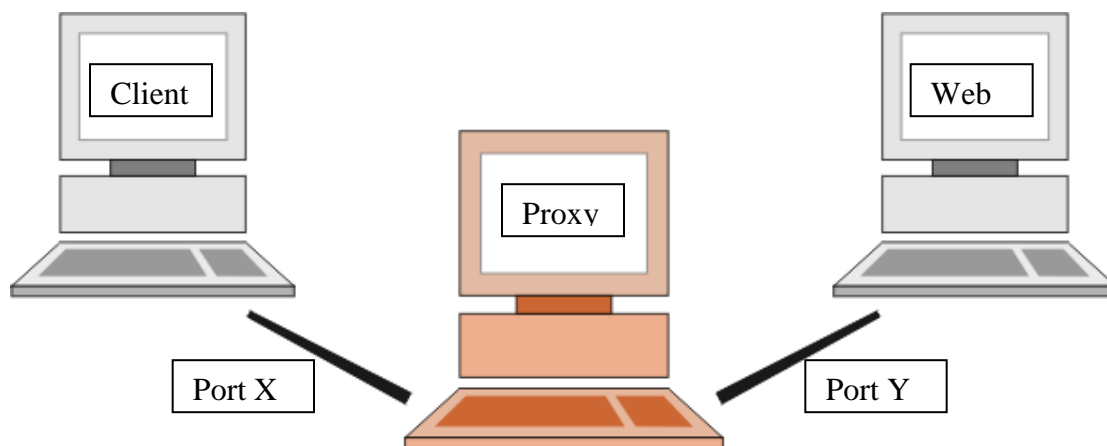
<https://www.smartfees.com.au/smartfeesonline/>

cep.ftp.pinpoint.net.au

Firewall SETTINGS

Check your firewalls. These may also need to have the above URLs added as exceptions.

By-passing your proxy



Exceptions and by-passes may need to be set up for both ports – the port via which the client machine connects to the proxy **AND** the port via which the proxy connects to the web.