



The easy solution to a tough job Simplify your radio dispatch operations



#### CENTRACOM Gold Series<sup>™</sup> Elite Inbound Event Display (IED)

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The CENTRACOM Gold Series Elite and Elite Admin applications support regional languages. To configure the application to support a regional language, refer to the Motorola Console Regional Language Support User's manual which is located on the CENTRACOM Gold Series CD-ROM.

## **Getting Help**

Please read this manual before performing any installation or operations.

When a program is activated, select the **Help** menu at the top of the screen for the Help file to be displayed.

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- The Service Shop or Provider name and phone number
- A description of the problem
- Any remote dial-up numbers (if applicable)
- Serial number of equipment
- Gold CD-ROMs, and CDM/ADM/Elite software version numbers
- COIM Firmware version
- If upgraded, the Factory order number of the upgrade
- Proof of coverage under warranty, maintenance agreement, or a valid P.O. number for flat rate charge

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#### GLOSSARY

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## **Chapter 1**

This manual describes the Inbound Event Display (IED) operator organizational feature, available as a software add-on for CENTRACOM Gold Series<sup>™</sup> Elite console operator positions.

IED software enhances an Elite console to perform similar to a call-based console, as opposed to channel based console. On the Elite Dispatch operator interface, IED is displayed as a movable call queue window for radio messages and radio statuses.

This interface is available to operator positions that have the capability assigned in the Console Database Manager (CDM) application.

The display itself has initial similarity to the Dispatch application's Activity Log but allows a variety of configurations for how events are displayed and handled by operators.

This manual covers network and message router installation and configuration, capability assignment in the Elite Console Database Manager (CDM), configuring the display using Elite Admin and the operation of Inbound Event Display in Elite Dispatch.

#### Overview

The following graphic is an example, which describes the basic appearance and features of an Inbound Event Display interface, named here as "Request to Talk."



Typical Inbound Event Display Interface

This chapter covers the network configuration of all operator positions and CENTRACOM Servers in zones running IED.

Procedures in this chapter must be completed before proceeding with the setup of an IED system.

This chapter assumes all CENTRACOM domains have been installed and configured correctly according to the CENTRACOM Gold Series Software Installation User's Guide, prior to performing the IED installation.

#### **Configuring Domain Suffixes for IED Zones**

The procedures in this section must be performed on all CENTRACOM PCs (i.e. all Operator Positions and CENTRACOM Servers) in all domains/zones where IED is running.

Note: These steps are identical for Windows 2000 Server, Windows 2000 Professional, and Windows XP Professional.

- 1. To setup Domain Suffixes for IED, click Start, Settings, and Network & Dial-up Connections.
- 2. Double-click on the Local Area Connection icon.

Local Area Connection Status	? ×
General	
Connection	
Status:	Connected
Duration:	00:07:29
Speed:	10.0 Mbps
Activity Sent E	Received
Packets: 153	0
Properties Disable	
	<u>C</u> lose

3. Click Properties.

Local Area Connection Properties
General
Connect using:
3Com EtherLink XL 10/100 PCI For Complete PC Manage
Configure
Components checked are used by this connection:
Elient for Microsoft Networks     Silent for Microsoft Networks     Sile and Printer Sharing for Microsoft Networks     Internet Protocol (TCP/IP)
Install
Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
DK Cancel

4. Select Internet Protocol (TCP/IP) and click Properties again.

Internet Protocol (TCP/IP) Propert	ies ?X
General	
You can get IP settings assigned auto this capability. Otherwise, you need to the appropriate IP settings.	omatically if your network supports ask your network administrator for
O <u>O</u> btain an IP address automatic	ally
☐ Use the following IP address: —	
IP address:	10 . 1 . 105 . 220
S <u>u</u> bnet mask:	255.255.255.0
Default gateway:	10 . 1 . 105 . 254
O Obtain DNS server address aut	omatically
☐ Use the following DNS server a	ddresses:
Preferred DNS server:	10 . 1 . 105 . 220
<u>A</u> lternate DNS server:	· · ·
	Advanced
	OK Cancel

#### 5. Click Advanced.

6. On Advanced TCP/IP Settings click the **DNS** tab.

Advanced TCP/IP Settings	<u>? ×</u>
IP Settings DNS WINS Options	
D <u>N</u> S server addresses, in order of use:	
	ŷ Ļ
Add Edit Remove	
The following three settings are applied to all connections with TCP/IP enabled. For resolution of unqualified names:	
<ul> <li>Append primary and connection specific DNS suffixes</li> <li>Append parent suffixes of the primary DNS suffix</li> </ul>	
Append these DNS suffixes (in order):	
elite-zone1.local zone1	Ŷ
zone4	Ŷ
Add Edit Remove	
DNS suffix for this connection:	
✓ Begister this connection's addresses in DNS ↓ Use this connection's DNS suffix in DNS registration	
OK Can	cel

7. Click the **Add** button that is located just above the DNS Suffix for this connection text entry box.

TCP/IP Domain Suffix		<u>? x</u>
Domain suffix:		
elite-zone1.local		
	Add	Cancel

- 8. Type the DNS suffix for another CENTRACOM domain running IED, other than those already listed.
- 9. Click Add to insert the newly created DNS suffix to list.
- 10. Repeat steps 7 through 9 for all remaining CENTRACOM domains running IED.
- 11. Click **OK** to accept the changes.

# Configuring Domain Trusts in Windows 2000 Server

A Domain "Trust" must be created between different CENTRACOM domains to enable read access to the CENTRACOM share across domains.

The name of the share created by the installation must not be changed from "CENTRACOM". A Domain Trust is not completed until both sides of the trust have run these procedures.

The procedures in this section must be performed on all CENTRACOM Servers in all domains/zones where IED is running.

1. To setup Domain Trusts, click Start, Programs, Administrative Tools, Active Directory, then Domains and Trusts.

The Domains and Trusts window opens.

2. Right click on the Zone Icon and select Properties.



The properties window opens.

3. Select the **Trust** tab.

Elite-Zone4.local Properties			<u>?</u> ×
General Trusts Managed F	Зу		
Domains trusted by this doma	ain:		
Domain Name	Relationship	Transitive	
			Add
			E dit
			Remove
, Domains that trust this domai	n:		
Domain Name	Relationship	Transitive	
			Add
			Edit
			Remove
,			
	OK	Cancel	Apply

4. Click the **Add** button next to the "Domains Trusted By This Domain" list.

The Add trusted domain window opens.

Add Trusted Domain	×
Trusted domain:	elite-zone4.local
Password:	
Confirm password:	
The password must mate about to trust. That is, if password for both domai	ch the one entered for the domain you are domain A trusts domain B, use the same ns.
	OK Cancel

5. Enter the Domain name for another CENTRACOM domain running IED, other than those already listed.

Example: To allow a domain on Zone 4 (elite-zone4.local) to gain access to this CENTRACOM Server's domain, enter "elite-zone4.local."

6. Click OK.

7. If the Windows prompts that it cannot verify the trust, click **OK**, otherwise proceed to Step 8.



8. Click the **Add** button next to the "Domains That Trust This Domain" list.

The Add Trusting Domain window opens.

Add Trusting Domain	×
Trusting domain:	elite-zone4.loca
Password:	
Confirm password:	
The password must mai about to trust. That is, if password for both doma	tch the one entered for the domain you are i domain A trusts domain B, use the same ains.
	OK Cancel

9. Enter the same Domain name that was entered in Step 5. Example:

In order for this CENTRACOM Server to gain access to the domain on Zone 4, enter "elite-zone4.local."

- 10. Click OK.
- 11. Click **YES** when asked to verify the trust.

Active D	irectory
•	To verify the new trust, you must have permissions to administer trusts for the domain Elite-Zone3.local.
-V-	Do you want to verify the new trust?
	Yes No

12. Enter the user name and password of the CENTRACOM Server you are attempting to gain a trust with.

Example: In these procedures we are granting and gaining access to the Domain in Zone 4, so enter the user name and password for the CENTRACOM Server in Zone 4.

13. If you have completed this procedure on one half of the trust you are attempting to create, for example, if you are at the CENTRACOM server at Zone 3 and have not followed the same procedures for the CENTRACOM Server for Zone 4, the following window appears. Click **OK**, and proceed to run these steps on the CENTRACOM Server in Zone 3.

Active Di	rectory X
<b>(i)</b>	Active Directory cannot verify the trust.
$\overline{\mathbf{v}}$	If the other side of the trust relationship doesn't exist yet, you must create it.
	If the passwords for both sides of the trust relationship don't match, you must remove this trust and re-create it using the correct password.
	The error returned was: The security database on the server does not have a computer account for this workstation trust relationship.
	ОК

Otherwise, the following Verified window appears. Click OK.

Active Directory				
٩	The trusted domain has been added and the trust has been verified.			
	OK			

14. Click **OK** on the Zone Properties window.

# Configuring Domain Trusts in Windows Server 2003

A Domain "Trust" must be created between different CENTRACOM domains to enable read access to the CENTRACOM share across domains.

The name of the share created by the installation must not be changed from "CENTRACOM". A Domain Trust is not completed until both sides of the trust have run these procedures.

The procedures in this section must be performed on all CENTRACOM Servers in all domains/zones where IED is running.

1. To setup Domain Trusts, click Start, All Programs, Administrative Tools, Active Directory Domains and Trusts.

The Domains and Trusts window opens.

2. Right click on the **Zone** Icon and select **Properties**.



The properties window opens.

**3.** Select the **Trust** tab.

Doniali i Wanie	Trust Type	Transitive	Properties <u>R</u> emove
omains that trust this d Domain Name	lomain (incoming tru Trust Type	ists): Transitive	Properties
			Remo <u>v</u> e

4. Click the New Trust... button.

The New Trust Wizard window opens.



5. Click Next.

6. Enter the Domain name for another CENTRACOM domain running IED, other than those already listed and click Next.

Example: To allow a domain on Zone 4 (elite-zone4.local) to gain access to this CENTRACOM Server's domain, enter "elite-zone4. local."

New Trust Wizard	×
Trust Name You can create a trust by using a NetBIOS or DNS n	ame.
Type the name of the domain, forest, or realm for this trust must type a DNS name.	If you type the name of a forest, you
Example NetBIOS name: supplier01-int Example DNS name: supplier01-internal.microsoft.com	
N <u>a</u> me:	
elite-zone4.local	
<u></u> < <u>B</u> a	ck Next> Cancel

7. If Windows prompts that it cannot verify the trust, select the **Trust** with a Windows domain option and verify the domain name, otherwise proceed to Step 8.

Trust T	Type he name you specified is not a valid Windows domain name. Is the specified
S	elect the appropriate trust type:
C	Bealm trust If the server is not a Windows domain controller, you can create a trust to an interoperable Kerberos V5 realm.
•	Trust with a Windows domain Specified domain: elite-zone4.local
	Retype the name of the domain.
	elite-zone4.local

8. Select the Two-way and click Next.

w Trus	t Wizard
Direc Y	tion of Trust ou can create one-way or two-way trusts.
S	elect the direction for this trust.
G	Two-way Users in this domain can be authenticated in the specified domain, realm, or forest, and users in the specified domain, realm, or forest can be authenticated in this domain.
C	Ong-way: incoming Users in this domain can be authenticated in the specified domain, realm, or forest.
C	) <u>O</u> ne-way: outgoing Users in the specified domain, realm, or forest can be authenticated in this domain.
	(Back Nevt) Cancel

9. Select Both this domain and the specified domain and click Next.

Sides If y the	of Trust you have appropriate permissions in both domains, you can create both sides of trust relationship.
To if y mu flor	begin using a trust, both sides of the trust relationship must be created. For example, ou create a one-way incoming trust in the local domain, a one-way outgoing trust ist also be created in the specified domain before authentication traffic will begin wing across the trust.
Cre	eate the trust for the following:
0	$\underline{I}\mbox{his}$ domain only This option creates the trust relationship in the local domain.
¢	Both this domain and the specified domain This option creates a trust relationship in the local domain and a corresponding trust relationship in the specified domain. You must have trust creation privileges in the specified domain.

*Note: Make sure the user has not setup a trust on the other server. If they have setup the trust, remove it for this process to complete.* 

10. Enter the trust password and click Next.

Specified domain	: elite-zone4.local
Type the user na the specified don	me and password of an account that has administrative privileges in nain.
<u>U</u> ser name:	g administrator
Password:	•••••

11. The Trust Selections Complete window shows the selections you have made, click Next.

Trust Wizard	
<b>rust Selections Complete</b> The New Trust Wizard is ready t	to create the trust.
You have selected the following	trust settings:
This domain: Elite-Zone1.local Specified domain: elite-zone4.lo	cal
Direction: Two-way: Users in the local don users in the specified domain ca Trust type: Realm	nain can authenticate in the specified domain and an authenticate in the local domain
, To make changes to this trust, c	lick Back. To create the trust, click Next.

12. Select Yes, confirm the outgoing trust, and click Next.

V Trust Wizard			-
Confirm Outgoing Trust You should confirm this trust only if the oth	ner side of the trus	has been created.	Con Con
Do you want to confirm the outgoing trust	?		
O No, do not confirm the outgoing trust			
<ul> <li>Yes, confirm the outgoing trust</li> </ul>			
To confirm the trust now, click Next.			
	< Back	Next>	Cancel

13. Select Yes, confirm the incoming trust, and click Next.

Confirm Incoming Trust You should confirm this trust only if th	e other side of the tru:	st has been create	d. 53
Do you want to confirm the incoming	trust?		
C No, do not confirm the incoming to	rust		
<ul> <li>Yes, confirm the incoming trust</li> </ul>			
To confirm the trust now, click Next.			
	CODE ST.	News	Connel

14. The Completing the New Trust Wizard window appears. Click **Finish** to add the trust.

New Trust Wizard		×
Ø	Completing the New Trust Wizard You have successfully completed the New Trust Wizard.	
	Status of changes:	
	Trust relationship created successfully. Specified domain: elite-zone4.local Direction:	
Bulk	Before this trust can function, it must also be created in the other domain. Ensure that the same trust password is used in both domains.	
	To close this wizard, click Finish.	
	K <u>B</u> ack Finish Cancel	

Note: The procedure above should be performed only in one of the servers where the two-way trusts are being setup. It will take care of the trust setup for the other machine as well, so the user does not need to create a new trust in the other server, or modified it. This page intentionally left blank.

#### Subnets and Broadcast Message Router (BMR)

The BMR enables Inbound Event Display messages to be relayed between subnets. The following applies only if a network has greater than one subnet. For networks of only one subnet, skip to "Install Inbound Event Display" on page 4-3

The following list outlines steps required to establish Inbound Event Display on a Local Area Network:

- Ensure PC server names are unique
- Set up accounts for Broadcast Message Router (BMR)
- Identify BMR computers



Subnets showing Operator Positions (OPs). Each subnet contains a Message Router host.

## Install Broadcast Message Router (BMR)

This manual assumes that each subnet is set up as specified in the CENTRACOM PC Software Installation User's Guide.

The BMR allows messages to be relayed between subnets. In the CDM, the Broadcast Message Router Configuration (BMRC) allows system administrators to designate machines on their network.

Observe these installation and configuring notes before installing the BMR:

• The BMR is recommended to be installed on the same local LAN as the Inbound Event Display operator positions.

Warning: Running more than one BMR within a subnet will slow or crash that subnet.

- If there is more than one subnet, then exactly one BMR must be installed on each subnet. Installers must determine how many subnets are in the system and must identify an appropriate machine on each subnet for the BMR. However, loading the BMR onto the same machine as the CDM may slow the performance on that machine. In addition, a busy BMR on an Elite workstation may influence the performance. If a Dispatch User Interface is to be run on a BMR PC, the login on that PC must be the same as the account that PC's BMR is configured.
- Host names or IP addresses can be used but IP addresses are strongly recommended.
- BMR IP addresses or host names must be entered into all CDMs if more than one CDM is present for multi-zone systems. So, keep a list of all assigned BMR IP addresses or host names for later input into the CDM BMRC screen.

In the CENTRACOM Elite software setup, note the following steps to add BMR to the system:

- 1. When choosing what components to install, choose **Custom**.
- 2. Choose Broadcast Message Router.

Custom Components		×
	Select the components you want to install, or you do not want to install. Components	clear the components
	Elite Dispatch	E028 K
	Elite Admin	9469 K
		4946 K
	Elite Support	2294 K
	Broadcast Message Router	304 K 🚽
3	Description CENTRACOM Gold Series server program information within the console system.	ı to distribute
	Space Required:	71209 K
	Space Available:	2753891 K
	< <u>B</u> ack <u>N</u> ext >	Cancel

**3.** If the BMR is not already installed, during the Custom Install the user is presented with a reminder to give the service a proper domain username and password:



• The following dialog is presented if a user deselects the box (to uninstall BMR):

Question	×
?	The following component(s):
~	Broadcast Message Router
	are currently installed but are not selected to be updated. These component(s) will be deleted at file transfer. Would you like to continue?
	Yes No

- 4. Continue with installation as discussed in the Software Install User's Guide.
- 5. After CENTRACOM Elite install is completed, reboot the PC.

## Setting up a Broadcast Message Router Service

Use the following procedure to configure the Broadcast Message Router Service:

- 1. Navigate to and open the Windows Control Panel.
- Double-click the applet icon for Administrative Tools. The Administrative Tools window is displayed.
- Double-click the Services icon. The Services window is displayed.

🍇 Services					_ 🗆 🗵
🛛 Action View 🗍 📛 -	>   🖿 💽 🖆 🔂 🕹 🖆	ያ   ▶ ■ Ⅱ	₽		
Tree	Name 🛆	Description	Status	Startup Type	Log On As 🔺
Services (Local)	Alerter	Notifies sel Provides s.	Started	Automatic Manual	LocalSystem
	Broadcast Message Router			Automatic	ELITE-ZO
	ClipBook	Stop		Manual Manual	LocalSystem
	COM+ Event System	Pause	Started	Manual	LocalSystem
	Computer Browser	Resume Restart	Started	Automatic	LocalSystem
	DHCP Clienc	All Tasks 🕨	Started	Automatic	LocalSystem
	Distributed File System	Refresh	Started	Automatic	
-	-	Properties			
		Help			

4. Right-click the **Broadcast Message Router** to be administered and select **Properties.** 

Broadcast Message Router Properties (Local Computer)	? ×
General Log On Recovery Dependencies	
Service name: DPE_Best_Effort_Message_Router	
Display name: Broadcast Message Router	
Description:	
Path to executable: "C:\Program Files\CENTRACOM Gold\bin\BroadcastMsgRouter.ex	(e''
Startup type: Automatic	•
Service status: Stopped	
<u>Start</u> Stop Pause Resu	ime
You can specify the start parameters that apply when you start the s from here.	ervice
Start parameters:	
OK Cancel	Apply

5. From the General tab, select the Startup Type to be Automatic.

6. Select the Log On tab.

Broadcast Message Route	r Properties (Local Computer)	x
General Log On Recove	y Dependencies	
Log on as:		
C Local System account		
• Ihis account	LITE-ZONE1\Administrator Browse	
Password:	******	
Confirm password:		
You can enable or disable	his service for the hardware profiles listed below:	
Hardware Profile	Service Excelor	
	Enable Disable	
	OK Cancel Apply	

- 7. Select This Account.
  - Note: The Broadcast Message Router needs to run with a domain account that is valid in all domains, otherwise the operatorto-operator functionality will not work across all zones. The login should be in the format:

ELITE-ZONE1.local\Administrator

8. Select Browse.

The Select user dialog window is displayed.

9. Click Advanced.

Select this object type:	Object Tupes
From this location:	
Entire Directory	Locations
Enter the object name to select	(examples):
#### 10. Click Find Now.

Select User			<u>?</u> ×
Select this object	type:		
User			Object Types
From this location	r.		
Entire Directory			Locations
Common Querie	es		
N <u>a</u> me:	Starts with 💌		<u>C</u> olumns
Description:	Starts with 💌		Find Now
Disabled a	accounts		Stop
Non e <u>x</u> piri	ng password		
Days since las	st logon: 🖉	7	
		-	
Search results:			0K Cancel
Name (RDN)	E-Mail Address	In Folder	

11. Select an Administrator User from the list and click OK.

Select User			<u>?</u> ×
Select this object	type:		
User			<u>O</u> bject Types
From this location:			
Entire Directory			Locations
Common Querie	s		
N <u>a</u> me:	Starts with 🔻		<u>C</u> olumns
			Eind Now
Description:	Starts with 🗾		
🔲 Disa <u>b</u> led a	ccounts		Stop
🔲 Non e <u>x</u> pirir	ng password		
D 1		T	
Days since las	(logon:	1	
			12
Search results:			OK Cancel
Name (RDN)	E-Mail Address	In Folder	2007 DV
😰 Administrator		Elite-Zone3.local	
So Guest		Elite-Zone3.local	
Sook rbtgt		Elite-Zone3.local	
SUPPORT_3.	20	Elite-Zone3.local	
😰 TestUser		Elite-Zone3.local	

Note: The Broadcast Message Router needs to run with a domain account that is valid in all domains, else the operator functionality will not work across all zones.

#### 12. Click OK.

elect User	2	12
Select this object type:		
User	<u>O</u> bject Types.	
From this location:		
Entire Directory	Locations	
Enter the object name to select ( <u>exam</u> Administrator	<u>ples):</u> <u>C</u> heck Name:	
	2	

13. Enter the password for the selected user, and then confirm it.

#### Warning: If there is no password created for this user account – make sure to delete the '\*\*\*\*\*" in the Password fields. Failure to do this will prevent the service from running correctly.

- 14. Click **OK** to return to the Services window.
- 15. With the BMR selected, right-click and select Start.
- 16. Close the Services and Administrative tools windows.

## Verify or Stop an operating BMR

Users can verify if a BMR is running by viewing the "Services" dialog and viewing the Status column for the BMR in the list.

To stop a BMR from running, a user must be logged in as an Administrator.

1. Navigate to Windows **Control Panel** and double-click the **Administrative Tools** icon.

The Administrative Tools window is displayed.

2. Double-click Services.

The Services window is displayed.

3. Right click the **Broadcast Message Router** from the list and select **Stop**.

🎭 Services					_ 🗆 🗡
🛛 Action View 🗍 👄 🗏	) 🛅 💽 😭 🔂 🚳	?  ▶ ■ ∥ !	₽		
Tree	Name 🛆	Description	Status	Startup Type	Log On As 🔺
Services (Local)	Nerter 🖏	Notifies sel.	Started	Automatic	LocalSystem
w	Section Management	Provides s.		Manual	LocalSystem
	🖏 Broadcast Message Router 🗖	Provides s	Started	Automatic	ELITE-ZO
	🎇 ClipBook	Start		Manual	LocalSystem
	🍓 Clock Update Service	Stop		Manual	LocalSystem
	🎇 COM+ Event System	Pause	Started	Manual	LocalSystem
	Somputer Browser	Resume	Started	Automatic	LocalSystem
	Souther Client	Restart	Started	Automatic	LocalSystem
	DHCP Server	All Tasks 🕨	Started	Automatic	LocalSystem
	Synthesis System		Started	Automatic	LocalSystem 🖊
L		Refresh			
		Properties			
		Help			

## Broadcast Message Router Configuration (BMRC)

In this section, administrators will use the Broadcast Message Router Configuration (BMRC), which involves adding/deleting of Broadcast Message Router Service information for systems of multiple Console subnets.

To open the Broadcast Message Router Configuration, in the **main CDM** screen:

1. Select Edit then Message Router Configuration...



The Broadcast Message Router Configuration screen appears.

Broadcast Message Router Configuration	
Host List	
System Port Number	OK Cancel
This must be a Network Hostname or IP Address. A Hostname must be 1 - 15 characters long. An IP Address must follow the IPv4 format (255.255.255). Either case must be unique to all other Broadcast Message Routers in the system. This field must match the NT Network Hostname or IP Address EXACTLY.	

Broadcast Message Router Configuration screen

The two main regions for data entry are **Host Settings** and **System Port Number**.

2. Type the IP address of all the BMRs in the system, including this machine if it is a BMR, and then click Add.

Note: In multi-zone systems, all CDMs need the same host list.

Note: When the Host List and/or the System Port Numbers are changed, all Elite applications in each related subnet need to be re-started as signified with the following dialog warning:



## System Port Numbers

Only one System Port Number for all BMRs in the database can be stored and modified per system. This is done under the heading "Port Number" in the Message Router table. When entering a Port Number it must fall within the range from 1024 to 65535.

- Note: For selecting port numbers in a *SmartZone OmniLink™ trunking system,* refer to system documentation.
- *Note: Administrators should leave the default System Port Number as is unless there is a port conflict with another application.*

## Install Inbound Event Display

- 1. Shut down the **Console Database Manager (CDM)**.
- 2. Place the Inbound Event Display CD ROM in the CDM PC.
- **3.** Locate and double-click the **IEDsetup.exe** file to complete the installation. Rebooting again is not required.
- 4. Restart the CDM.

# Configure Console Database Manager (CDM) for Inbound Event Display

- Verify/Add Radio Message and/or Radio Status capabilities to all resources that will be displayed in Inbound Event Display.
   Radio Message needs to be added to the resource in the CDM if the user wants to monitor radio messages on the resource. Radio Status needs to be added to the resource in the CDM if a user wants to monitor radio status codes on the resource. Radio Status and Radio Message are not supported on all system types. Please consult the system planner for appropriate usage.
- 2. Add the Event Status and Event Display capabilities to all operator positions that will be running Inbound Event Display .

Refer to the CDM User's Guide for details on adding capabilities.

# Configure Alias Database Manager (ADM) for Inbound Event Display

If desired, ensure aliases have been entered in the ADM for all talkgroups and radio message codes that is displayed in the Inbound Event Display. Refer to the *ADM User's Guide* for details.

## Chapter 5 Elite Admin Configuration

This section includes procedures for configuring and customizing the various features of Inbound Event Display from within the Elite Admin application.

If an Inbound Event Display configuration already exists, selecting Inbound Event Display from the Edit drop-down menu produces the Configuration Summary window; otherwise the Configuration Wizard appears, prompting creation of a new Inbound Event Display configuration.

System Administrators setting up Inbound Event Display configurations should also read the section at the end of this chapter regarding alternative uses for Inbound Event Display.



Selecting Inbound Event Display in Elite Admin

## Elite Admin Toolbar and Menu

When the Inbound Event Display capability is configured for a system, the following changes or functions are enabled:

lcon	ltem	Description
	Show/Hide Inbound Event Display button	Shows or Hides the Inbound Event Display window. Note that in the Edit/Toolbar function (selecting which buttons to show or hide in a toolbar) the button is shown with the actual name of the configuration next to it.
Edit Resources Folders Resource <u>G</u> roup <u>A</u> uxiliary I/O Gro <u>C</u> urrent Configur <u>E</u> vent Display	os iups ation	<b>Inbound Event Display</b> Enables creation or editing of an Inbound Event Display interface.
<u>T</u> oolbar <u>P</u> references		

## **Creating an Inbound Event Display**

If an Inbound Event Display configuration does not exist from the main Admin window, select **Edit** then **Inbound Event Display** to display the Inbound Event Display Wizard.

Event Display Wizard 🛛 🔀
This wizard will help you create an Event Display.
Event Display Name: Inbound Event Display Click Next to continue.
Cancel     < Back     Next >     Finish

If an Inbound Event Display already exists, select **Edit** then **Inbound Event Display** to display Configuration Summary window.

Creating a new Inbound Event Display includes using the Inbound Event Display Wizard to:

- Specify a Name for an Inbound Event Display queue
- Specify Message Code Formats
- Specify Status Code Formats
- Specify Sorting Criteria
- Classify Sorting Order
- Specify Order of Classifications
- Specify Order within Classifications

## Using the Wizard

Creating a new IED configuration is facilitated using the Inbound Event Display Wizard. Users are presented with a series of screens to create an Inbound Event Display configuration.

When moving through the screens, clicking **Cancel** prompts the user to exit the current window without accepting any changes, returning to the Admin main window. Clicking **Back** and **Next** moves in the sequence to the previous or next window respectively, and **Finish** ends and accepts the configurations made, resulting in the **Configuration Summary**.

## Specifying a Name for an Inbound Event Display

- 1. Type an Inbound Event Display **Name** in the text entry bar. The length of this name cannot exceed 256 characters.
  - Note: If no other name is typed in the default setting for the Event Display Name then default name is "Inbound Event Display." Once all configurations are finished, this name appears in the Window title bar of the IED and as the name of the show/hide button in the Design Toolbar dialog. If the name entry box is left blank a warning dialog appears asking to name the Inbound Event Display before proceeding, and if the name is too long a warning dialog appears asking to shorten the name.
- 2. Clicking Next moves on to the Message Code dialog window and Finish returns to the Configuration Summary Screen.

## Specifying Message and Status Codes

This section defines Message and Status Codes and their formats.

Event Display Wizard	×
Specify the Event Types you want to monitor for all Radio Resources:	
✓ Message	
<u>All Message Codes   </u>	
O <u>M</u> essage Codes*:	
Status	
All Status Codes	
O <u>S</u> tatus Codes*:	
* Enter Codes and/or ranges of Codes separated by commas. For example, 1, 5, 6-8	
Cancel < Back Next > Finish	

- Selecting the Message check box enables selection of radio buttons for either All Message Codes or Message Codes\* as shown above. Selecting the radio button for All Message Codes will monitor all available message codes. Selecting the Message Codes\* radio button enables the text box where one or more codes, or a range of message codes, can be specified to be monitored.
- 2. Selecting the **Status** check box enables the choices for monitoring **All Status Codes**, or one or more or a range of **Status Codes**\* as entered in the neighboring text box.
- 3. Clicking Next moves to the Sorting dialog window.

#### Code Formats

Codes can be specified either with a range of two numbers using the dash between them, or as numbers followed by a comma. For example where a range of 2-6 is typed the result is 2, 3, 4, 5, 6. The numerical order that Codes are entered is ignored and automatically arranged sequentially.

## Specifying Sorting Criteria

The Inbound Event Display Wizard provides the ability to sort events based on received time. Sorting ability is grouped into **Classifications**, and within that group the **Order within Classifications**.

Classifications include **Primary Resource**, Event State such as Hold, Acknowledged and Unacknowledged, and Event Type such as Radio Message and Radio Status.

#### Classification Sorting Order

Check the box *Sort by Classifications* to toggle on the frames for *Order of Classifications* and *Order within Classifications* (unchecking the box does not clear the selections in the frames). Once active, listed items can be moved higher or lower in sorting priority using the **Move** arrow buttons. For each selection made on the left, choices within the classification on the right will change:

- Selecting Primary Resource shows Primary and Non-Primary resources.
- Selecting Event State shows Acknowledged, Unacknowledged, and Held events.
- Selecting Event Type shows Radio Message and Radio Status.

*Note:* If only one Event Type is being monitored the "Event Type" check box will not be shown.

Event Display Wizard Event Display sorts messages bas on top. You can also sort them by c Sort by <u>Classifications</u>	ed on received time with the oldest lassifications.
Order of Classifications  Primary Resource Event State  VEvent Type  Move	Order within Classifications Radio Message Radio Status Move
Cancel < Back	<u>N</u> ext > <u>F</u> inish

When the sorting screen is accessed via **Customize** from the Summary dialog, the screen shown above changes to include a section where the user can select **Received Time Order**:



Note: Refer to the Sorting Scenarios on Page 5-17.

## Configuration Summary from the Wizard

Configuration Summary - Inbound Event Display Event Display Interface Preview	×
Resource Unit Alias Alias	Þ
Properties and Customize Property Preview Preferences Display Filter Presources Event Types Event Types Status Codes Status Codes Status Codes	*
Customize	
Cancel < Back Next > Einish	

At the end of the Inbound Event Display Wizard process, the Configuration Summary screen shows an **Inbound Event Display Interface Preview** region at the top of the window.

A window pane for **Properties and Customize** is located on the left, containing elements of this configuration organized in the familiar "tree" fashion and the root of which (at the top of the tree) is the folder name of this configuration file (the default name "Inbound Event Display" appears here).

The **Property Preview** region shows text details of an item selected from the pane on the left. Clicking on an item then clicking "Customize..." takes the user to that section.

## Customization

The Inbound Event Display configuration can be customized by accessing the Configuration Summary screen from the main Admin window, under **Edit** then selecting **Inbound Event Display**.

*Note:* When Configuration Summary is accessed from Dispatch, only the item **Preferences** can be modified.

Configuration Summary - Inbound Event Dis Event Display Interface Preview	play		×
Resource	Unit Alias	Alias	
Properties and Customize Inbound Event Display Preferences Display Filter H Resources Event Types H Message Codes Sorting Operations	Property Pr	eview	4
<u>C</u> ustomize	3		ا¥ ع
Cancel	< Back Next >	<u>F</u> inish	

The Configuration Summary screen shows an **Inbound Event Display Interface Preview** region at the top, and organized in the familiar "tree" fashion in the **Properties and Customize** window pane at lower left are elements of this configuration. The highest part of the tree is the folder name of this configuration file (For example, "Inbound Event Display").

Clicking on a **Plus** sign (+) expands a branch and a **Minus** signs collapses a branch. Click an element in the list then "Customize..." to open the corresponding dialog. The **Property Preview** window pane at the right contains text details of the configuration.

## Preferences dialog

Four regions displayed in the Preferences dialog are General Information, Log to File, Enable Audible Indication, and Customize Inbound Event Display.

In General Information an administrator can select:

- Name: Type a new name for the display.
- Show the Inbound Event Display upon Dispatch startup.
- Show the Preview tile in the Inbound Event Display window.
- Allow Modifications in Dispatch enables a dispatcher to make modifications. An "Inbound Event Display..." menu selection will then be visible under the Edit menu in Elite Dispatch.

In **Log to File** (only available when running Windows® 2000 or later), checking the box enables saving all Inbound Event Display message event data (regardless of selected content columns) to a log file that has the default name of [Current\_elt\_Name]. [Current\_IED\_Name]. log.

Log files can be opened with Notepad or imported into Microsoft Excel. The default saving location is C:\Documents and Settings\All Users\ Documents \CENTRACOM\Event Display. To change this location, see "Appendix A, Registry Settings."

#### Note: Windows Explorer may display the path differently between operating system versions. For example, in Windows XP the Documents folder is displayed as Shared Documents.

The File Size limit is 20 megabytes, which can be set using the scrollable box.

Note: If the log file is not backed up once the designated file size limit is reached, data thereafter will be lost. Also note that a separator line is added to the log file after each Dispatch session. This happens when Dispatch is started up or the dispatch user changes to another configuration file then back to the current configuration file.

In **Audible Indication**, the ability is enabled to hear a tone in Dispatch when an event is received.

Note: if this is selected make sure to "turn off" Enable Tones on Status/Message on the Edit/Current Configuration screen.

In **Customize Inbound Event Display**, **Total Rows** to be shown in the display window can be specified by entering the number of rows desired.

**Selected Content** refers to the title that appears at column headings of the display. The **up** and **down arrows** are used to position a column on the IED window from left to right: closer a selection is located to the top of the list, closer the column appears toward the left of the display. The following table provides a description for each item on the Selected Content listing.

Note: If Event State is checked it must be the top entry in the list.

Note: The Primary Resource and Event State columns do not have heading titles displayed at the top of their respective columns.

ltem	Description
<b>Event State</b>	UnAcknowledged, Acknowledged, Held
Resource	The resource name
Unit Alias	The alias for the unit
Alias	The alias for the Status Code/Message Code
Time	The time stamp of the event
Primary	A Primary Resource indicator (* - an asterisk). No
Resource	indicator will mean the resource is not primary.
Unit ID	The Unit ID
Event	A text wording of the message code
Code	The Message code of the event
Secure Key	A resource's encryption key number.

## **Resource Display Filter**

#### Filters and Sorting Dialogs

The Resource Display Filter allows a user to select resources to be monitored by the Inbound Event Display. Selecting the checkbox for **Radio** enables the list of either **All** resources, selecting **Primary** or **Non-Primary** resources. Additionally, by checking the box for **Additional Resources**, resources in the left window pane become active for selection and can be moved into or out of the Monitored pane by clicking the left and right arrows buttons.

mize Resource Display Filter	
<mark>⊠ R</mark> adio All	Specify the Resources that you want to monitor within the Event Display.
Additional Resources	
Type Radio 🔽	J
A <u>v</u> ailable:	<u>M</u> onitored:
AstroCAI1 AstroCAI2 StatAlert1 Statalert2 test unique	
	<
ОК Са	ncel <u>A</u> pply <u>H</u> elp

The type of Additional Resource that can be monitored may vary in later versions but at press time, only Radio is available.

Note: For ASTRO SmartZone Release 3.0 Users, in all operator positions it is recommended to configure the Inbound Event Display to receive any and all talkgroup radio messages in order to provide redundancy protection in the event one operator position fails. Configuring the Inbound Event Display to filter out any talkgroups is NOT recommended.

## Message Code Display Filter dialog

The Message Code Display Filter dialog provides an administrator the ability to choose the details of which radio message codes are displayed in the Inbound Event Display .

For individual or set of monitored resources, specific Messages Codes or ranges of Messages Codes can be selected.

The user has the option of monitoring Message Codes in Event Display by checking or unchecking the checkbox.

C All Monitored <u>Resources</u>	☐ <u>Special Resources</u> Monitored Radio Resources displaying customized Message Codes:
Message Codes*:     Primary/Non-Primary Resources     All Primary Resources     All Message Codes	
C Message Codes* :	
C All Message Codes C Message Codes*:	C All Message Codes
nter Message Codes and/or ranges of Me	essage Codes separated by commas. For

#### Specifying Message Codes for Monitored Resources

When entering Message Codes, integers (whole numbers), are used. The Customize Message Code Display Filter dialog has groups of controls, organized into regions for:

- All Monitored Resources
- **Primary/Non-Primary Resources**, grouped into either All Primary or All Non-Primary can be specified.
- **Special Resources**. The "Special Resources" frame and checkbox provides for monitoring specific Radio Resources in the list as shown.

#### Message Codes Display Filter Default settings

By default, the Inbound Event Display is set up to display all radio message codes for all monitored resources.

## **Operating Filter Dialog Controls**

For each of the regions in the Filter interface, buttons and possible selection choices are active when the checkboxes are checked. Administrators can choose to have the Inbound Event Display interface show all or specific Resource Message Codes in the display, by using the radio buttons "All Message Codes" or "Message Codes\*:"

• Selecting "Message Codes\*:" enables the corresponding text box where the specific or ranges of codes are then entered. Unchecking "All Monitored Resources", "All Primary Resources", or "All Non-Primary Resources" disables the "Message Codes\*:" textbox but does not blank out any entered codes.

Special Resources

- Checking "Special Resources" enables the checkbox list called "Monitored Radio Resources displaying customized Message Codes" and the radio button options for specifying Message Codes. Regardless if the list box is enabled or disabled, the individual resources are listed. Exiting the Message Code Display Filter dialog while "Special Resources" is unchecked removes specified Message Codes.
- When multiple Radio Resources are configured to display **the same** Message Codes, the Message Code options are updated and displayed by the set of selected resources. When multiple Resources

are configured to display **different** Message Codes, the radio buttons are initialized to be empty. The rationale behind this is so the Administrator can redefine a group of Resources displaying different Message Codes, to display the same set of Message Codes.

• Specifying the Message Code option for a selected Resource(s) automatically checks the items for the Resource if the resources have not been checked previously.

## Status Code Display Filter dialog

The Status Code Display Filter dialog operation is identical to the Message Code Display Filter for designating specific or ranges of Radio Status Codes. Please refer to previous section Message Code Display Filter dialog for details.

Customize Message Code Display Filter Specify the Status Codes you want to monitor with	in the Event Display.
Monitor Status Codes in Event Display     All Monitored Resources     All Status Codes     C Status Codes*	☐ Special Resources Monitored Radio Resources displaying customized Status Codes:
C Primary/Non-Primary Resources	
All Non-Primary Resources     All Status Codes     Status Codes*	C All Status Codes
*Enter Status Codes and/or ranges of Status t example, 1,4,6-8 OK Canc	Codes separated by commas. For

## Sorting dialog

The Customize Inbound Event Display Sorting dialog provides an administrator the ability to specify the *received time sorting order* and the *classification sorting order*.

The default setting is Oldest on Top (meaning First-in-First-Displayed). This means the oldest event will always be shown on the top of the list, with others shown chronologically after it.

For more details please see "Using the Wizard" in "Creating an Inbound Event Display."



## **Sorting Scenarios**

To demonstrate the implications of sorting, the following scenario shows how the displayed list of content changes in the Inbound Event Display as sorting parameters are selected.

- The first example shows the table of initial displayed content before sorting is applied.
- The second example assumes sorting by Received Time Order, sorted first by Primary/Non-Primary and then by Event State.
- The third example assumes Event State is placed first in the Order of Classifications.
- The fourth example assumes sorting of Message and Status Codes by adding Event Type then positioning Event State first, Event Type second, then Primary Resource third.

#### 1 Initial displayed content

The table below shows sample events before sorting was applied.

Inbound Event State	UNIT_ID	Resource	Timestamp
Acknowledged	00000002	RSC_B	12:04
Acknowledged	00000001	RSC_C	12:05
Unacknowledged	00000007	RSC_D	12:08
Held	00000005	RSC_A	12:09
Unacknowledged	00000006	RSC_A	12:11
Held	00000004	RSC_C	12:14
Acknowledged	0000008	RSC_A	12:22

## 2 Sort by Received Time Order then Primary/non-Primary



If the "Oldest on Top" (First-in-First-Displayed) was selected as shown in the Received Time Order above,, then the selection is made to sort first by Primary Resource (where RSC\_A and RSC\_B are Primary and where RSC\_C and RSC\_D are non-primary), and second by Event Status (e.g. Acknowledged, Unacknowledged, Held).

Thus, the Inbound Event Display would display events as shown in the table below (no alphabetical sorting is implied). The first two events are from Primary resources, and both are acknowledged.

Since oldest on top is specified, Event 1 (RSC\_B) is displayed before Event 2 (RSC\_A). In each of the groups following those two (separated for clarity here), the same criterion is applied.

Inbound Event State	UNIT_ID	<b>Resource</b>	<b>Timestamp</b>
Acknowledged	00000002	RSC_B	12:04
Acknowledged	00000008	RSC_A	12:22
Unacknowledged	00000006	RSC_A	12:11
Held	00000005	RSC_A	12:09
Acknowledged	00000001	RSC_C	12:05
Unacknowledged	00000007	RSC_D	12:08
Held	00000004	RSC_C	12:14

## 3 Event State placed first in the Order of Classifications

This next example assumes that Event State is placed first in the Order of Classifications.



The Inbound Event Display would display:

Inbound Event State	UNIT_ID	Resource	Timestamp
Acknowledged	00000002	RSC_B	12:04
Acknowledged	0000008	RSC_A	12:22
Acknowledged	00000001	RSC_C	12:05
Unacknowledged	00000006	RSC_A	12:11
Unacknowledged	0000007	RSC_D	12:08
Held	00000005	RSC_A	12:09
Held	00000004	RSC_C	12:14

## 4 Monitor Message and Status Codes



This example assumes the selection is made to monitor Message and Status Codes by adding *Event Type* then positioning at the top of the Order of Classifications window (with the arrow buttons), Event State first, Event Type second then Primary Resource third.

The Inbound Event Display would then display:

Note: RTT (Request to talk) is a Radio Message while "Out to Lunch" and "On Scene" are Radio Statuses.

Inbound	Resource	UNIT_ALIAS	ALIAS	Timestamp
Event State				
Acknowledged	RSC_B	0000002	RTT	12:04
Acknowledged	RSC_C	0000001	RTT	12:05
Acknowledged	RSC A	0000008	Out To	12:22
-	_		Lunch	
Unacknowledg	RSC A	00000006	RTT	12:11
ed	_			
Unacknowledg	RSC D	0000007	On	12:08
ed	—		scene	
Held	RSC_A	00000005	RTT	12:09
Held	RSC C	00000004	Out To	12:14
			Lunch	

## **Operations dialog**

The Customize Inbound Event Display Operations dialog contains three regions:

- Operations Menu Items
- Inbound Event Display Toolbar
- Double-click Action

Customize Event Display Operations	
An operation must be in the menu i	in order to be placed on the toolbar.
Operations Menu Items	Event Display Toolbar
<ul> <li>✓Acknowledge</li> <li>✓Acknowledge Next</li> <li>✓Hold</li> <li>✓Delete</li> <li>Delete by Unit</li> <li>□Delete by Resource</li> </ul>	Image: Constraint of the second se
□Delete All I Clear Error Line	Hold Move
<u>Soundare</u>	Separator
To configure Acknowledge and Acknowledge Next, remove either one from the	
Double-Click Action	Delete by Unit
Acknowledge	Add Separator
ОК	<b>Cancel</b> Apply

Each of the items listed in the Operations Menu Items can be selected as indicated by the **checkboxes** to appear in the dropdown menu of the Inbound Event Display interface. As denoted above, an item must be checked in the Operations Menu Items list on the left, for it to be available in the Toolbar pane on the right.

The **Configure...** button becomes active only for **Acknowledge** and **Acknowledge Next** when they are selected in the Operations Menu Items list box. When the user clicks the Configure button, the Configure Acknowledge Operations dialog window appears. In order to engage the Configure function, however, first **uncheck** the checkbox next to the button icon in the Toolbar pane.

The disabled (grayed-out) matching item in the Menu pane now becomes enabled (darkened) and the **Configure...** button is enabled.

The user can select **Delete Event** or **Hold Event** radio buttons.

Configure Acknowledge Operations		
When performing either Acknowledge or Acknowledge Next operation on a new event, specify what action to take on a previously acknowledged event.		
O <u>D</u> elete Event ⊙ <u>Ho</u> ld Event		
OK Cancel		

The **Icon buttons** shown on the Toolbar pane can be repositioned with the **arrow** buttons. As well, a user can use the **Separator** button to add a separator/space between icon buttons appearing on the toolbar.

To choose what will happen when the user double-clicks on any event, open the double-click menu and choose either **Acknowledge** or **Hold**.

## Chapter 6

## Dispatch Operation with Inbound Event Display

This chapter describes operator use of the Inbound Event Display. The following graphics illustrate the typical components of an Inbound Event Display :



## **Dropdown Menus and Handling Events**

The Inbound Event Display window contains drop-down menus for Inbound Event Display, Operations, View, and Help.

The functions that operators can take on events, using buttons and selecting items in the Operations drop-down menu, are described in the next section "Responding to Events."

- While the display is visible, column width can be changed by clicking and dragging a column divider.
- Primary Resources are designated as an asterisk (\*).
- When the queue list grows longer than the window height, a vertical scroll bar will appear on the right of the window.

The following table describes the contents and functions of items in the drop down menus:

Menu	Item	Description
Inbound Event Display	Hide	Allows the user to hide the window
View Menu	Activity Log	Shows/Hides the Activity Log window
View Menu	Auxiliary I/O Window	Shows/Hides the Auxiliary Input/Output window
View Menu	Error Log	Shows/Hides the Error Log
Help Menu	Contents	Lists all Help topics
Help Menu	Using Help	Describes how to use Windows help
Help Menu	About Elite Dispatch	Displays Dispatch copyright information and software version number

Dispatchers can show/hide the Inbound Event Display by selecting **Show Inbound Event Display** from the View menu of the main Dispatch window or by clicking the Inbound Event Display button on the Dispatch toolbar:



Show/Hide Inbound Event Display button.

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## **Responding to Events**

To respond to entries in the Inbound Event Display operators should first understand the implications for taking actions on events in the queue.

These implications become clear when operators understand the functions of the Inbound Event Display operations buttons and menu selections in the following sections.

Depending on the action an operator takes on an event, a message's location in the list may change, depending on sorting parameters.

After selecting an event from the queue, operators can perform actions by:

- Clicking an operations **button** from the Inbound Event Display toolbar.
- Selecting an operation from the Inbound Event Display **Operations** menu.
- **Double Clicking.** A double-click action be configured in the system to perform an action.
- Opening the **flap** in the Inbound Event Display resource tile to view its features.
- Communicating with the resource by clicking the **transmit** button.

## Menu Operations and Buttons

The following table outlines operator actions available in the Inbound Event Display:

Button	Menu Item	Description
	Acknowledge	This function selects and <b>Acknowledges</b> a resource signified with a Green checkmark; it <b>Holds</b> a previously Acknowledged event or <b>Deletes</b> it (depending on how the feature has been configured *). Resources that were just Acknowledged previously may be moved to another location in the queue (depending on how the sorting feature is configured).
		This function routes audio to the Select speaker and takes control of an event, so communication between a Dispatcher and the resource can commence when the Transmit button is pressed, or clicked on the resource tile. It also causes the resource to be selected and updates the Resource Tile display.
		* Note that if deleted, the event is deleted from every operator position in the system configured with Inbound Event Display .
€≝	Acknowledge Next	Acknowledge Next acknowledges the entry at the top of the list.
	Hold	Puts the selected event on <b>Hold</b> . Also de- selects the resource and switches the audio out of the selected speaker.
×	Delete	Blanks out the Tile Preview. Deletes the selected event. De-Selects the resource.
	Clear Error Line	Clears the latest error message that was displayed on the Status Bar text area.
×	Deleting All	<b>Delete all</b> events without clicking on any item in the list first, blanks out the Tile Preview, and deselects the Resource.

Delete by Unit	After operators select an event from the list, clicking this button deletes all messages in the queue associated with that <b>Unit</b> including the event that is highlighted.
Delete by Resource	After operators select an event from the list, clicking this button deletes all messages in the queue associated with that <b>Resource</b> including the event that is highlighted.

## **Event Status Indicators**

A graphic indicator for an event's **State** can appear at the far left of the Inbound Event Display queue as shown in the table below, such as **Hold** or **Acknowledge**. A graphic Status indicator shows what action has been taken on an event.

Status	Description	
✓	Acknowledge (Green Checkmark)	
	Hold (Yellow Hand)	
(Blank, no indicator)	<b>Unacknowledged</b> . No graphic indicator for an event. No action has yet been taken.	

## Handling Events in the Queue

Some examples for handling events in the queue include Acknowledging, Acknowledging the next event at the top of the list, deleting a selected event, deleting all events for a resource, or Holding an event. Some actions populate the resource tile while other actions do not, in both the Inbound Event Display and on the Dispatch desktop (if visible in the currently selected folder). The following scenario demonstrates taking some actions on events in the list:



An event is <u>chosen</u> in the Inbound Event Display (clicked once) but not <u>selected</u>. Operations can be conducted on the resource either from the toolbar or from the Operations menu.

ENTRACOM Elite Dispatch - Request to Talk				
Event Display Operations View Help				
StatAlert1 Eaton Centre and TTC				
Resource	Time			
AstroCAI1	14:46:33 - 11/13/00			
StatAlert1	15:07:41 - 11/13/00			

Double-click causes the entry to become selected and Acknowledged receiving the checkmark and repositioned in the list. The resource tile shows that resource's information and is highlighted. The cursor has not moved from where it conducted the double-clicking.
ENTRACOM Elite Dispatch - Request to Talk			
<u>E</u> vent Display <u>O</u> perations <u>V</u> iew <u>H</u>	elp		
AstroCAI1 Yonge St. and TTC			
Resource	Time		
✓ AstroCAI1	15:37:44 - 11/13/00		
🕛 StatAlert1 🧏	15:37:44 - 11/13/00		

Double-clicking causes the item to be selected and **Acknowledged**, while automatically changing the previously acknowledged event to Hold.



Clicking the **Delete** button deletes the selected event, sets the resource tile blank and only the **Acknowledge Next** button in the toolbar remains active.



Clicking **Acknowledge Next** performs the same actions as **Acknowledge** except it automatically acknowledges the item at the top of the list with a single click of the icon. In this case, the operator has also chosen to view resource features by opening the flap.

# **Modify Inbound Event Display Preferences**

From the main Dispatch interface select the drop-down **Edit** menu then select **Inbound Event Display**.

• The Configuration Summary screen shows the name of the Inbound Event Display configuration in the window title bar as well as the folder in the **Properties and Customize** window at lower left.

Configurati	on Summary - Radio	Message Display						×
Even	t Display Interfac	e Preview						1
			A	<b>0</b> 1 •	. Calma Con		1	
	4	Ŧ		<u>()</u>	×   X   I	× 8		
	flesource	Unit Alias	Alias		Time	Unit ID	Event	
_	4			]			Ŀ	
Prope	erties and Custor	nize	P	roperty F	Preview			.
	⊔ Radio Messag ■ Preferences	e Display		General I Name: B Show Ev Show Pre Enable A Milow Ma Customiz Fotal flav Selected	Informatic adio Mcs. ent Displa eview Tile udible Inc dification cation Inb ws: 100 Content:	on sage Displa ay: Yes : in Event D dication: Ye s in Dispat ound Event	ay iisplay: Yi :s ch: Yes t Display	
	<u>C</u> ustom	izc		•				
OK Apply								

This Configuration Summary screen shows the **Inbound Event Display Interface Preview** consisting of a resource tile region and the various operations buttons. **Properties and Customize** resides in the bottom left window pane, which operates in the familiar "tree" fashion, with the various branches of Inbound Event Display parameters signified as small page icons. The following table shows example information when clicking on **Preferences.** The items below can be modified after clicking the **Customize** button:

General Information	Name of the Configuration
Name: Inbound Event Display	C C
Show Inbound Event Display:	Start Dispatch with Inbound
Yes	Event Display presented on
	screen
<b>Enable Audible Indication</b>	• Sound audio when a radio
	message event is received at the
	console
	• Configurable for Primary or All
	Radio Resources
<b>Customize Inbound Event</b>	• Enable customization of the
Display	Maximum rows to display
Total Rows: 100	
Selected Content:	• The column titles of the
1. Event State	Inbound Event Display that will
2. Resource	be listed left (the top item e.g.
3. Unit Alias	Event State) to right
4. Alias	· -
5. Time	
6. Primary Resource	
7. Unit ID	
8. Event	
9. Code	
10. Secure Key	

- Click **Customize** to display the Customize Inbound Event Display Preferences screen.
- General Information consists of the Name of the configuration and toggle boxes for Showing the Inbound Event Display on start up and enabling audio indication of a message event. Maximum rows are selected in the Customize pane as well as the column titles for Selected Content. Again, note that the top item in the list is the leftmost column in the Inbound Event Display interface. Use the Arrow Up and Down buttons to move an item in the list and thus its column position.

Customize Event Display Preferences	×
General Information Name: Inbound Event Display  Show Event Display	Customize Event Display Total Rows: 100 V Selected Content:
Log to File File Size: I I MB Enable Audible Indication O Primary Resources O All Resources	<ul> <li>✓ Event State</li> <li>✓ Resource</li> <li>✓ Unit Alias</li> <li>✓ Alias</li> <li>✓ Time</li> <li>Primary Resource</li> <li>Unit ID</li> <li>Event</li> <li>Code</li> <li>Secure Key</li> </ul>
OK Can	Apply

Customize Inbound Event Display Preferences as viewed in Elite Dispatch.

## **Registry Settings**

Registry values can be used to control the behavior of certain aspects of the IED interface. The following table summarizes these values.

Warning: This suggestion requires the use of the Registry Editor (REGEDIT.EXE). Changes made to the Windows registry happen immediately, and no backup is automatically made. Do not edit the Windows registry unless you are confident about doing so. Microsoft have issued the following warning with respect to the Registry Editor: "Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk."

The key is:

HKEY\_LOCAL\_MACHINE/SOFTWARE/Motorola/Console/Elite.

Name	Туре	Valid Value	Explanation
EventDisplayPath	REG_SZ	No restriction	Path of the Event Display log file.

Registry Values

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TERM	DEFINITION
Acknowledge	An action for Acknowledging an event in the Inbound Event Display causes the resource to be enabled for communication with the console operator.
Acknowledge Next	An action for Acknowledging the message event at the top of the listed events in the Inbound Event Display .
ADM	Alias Database Manager - A CENTRACOM Gold Series application program that configures aliases for subscriber radio units, status and message numbers, and phone numbers.
Admin Program	The Elite set up program used to configure Elite dispatch screens.
Audio Indication	Events received at the console can be configured to produce an audible beep in the speakers of the CIE.
BMR	Broadcast Message Router
BMRC	Broadcast Message Router Configuration
CDM	Console Database Manager - A CENTRACOM Gold Series database application program.
CIE	Console Interface Electronics.
Classification Sorting Order	Displaying radio messages on the Inbound Event Display queue in the hierarchy of received time stamp; messages can be sorted by the classifications of Primary Resource and Event State.
Configuration Summary	An Inbound Event Display dialog summarizing the configurable parameters of an Inbound Event Display configuration.
Deselect	A selected resource (highlighted on the screen) can be deselected by clicking the resource tile or another resource.
Elite Dispatch Program	Windows PC graphical user interface for dispatching from operator positions in a CENTRACOM console system.
Filter	Administrators can select which message codes received at the console are displayed in the IED Inbound Event Display.
Hold	An operator action to a message event causing it to be on Hold status.
Host List	IP Addresses of all Message Routers
Inbound Emergency	A signalling feature that allows a radio to transmit an emergency signal to the console.
Inbound Event Display	A floating window displayed in Elite Dispatch that serves as a call queue for radio messages. This is available to operator positions that have the capability assigned in the Console Database Manager (CDM) application.
Message Codes	A code designating a message to be displayed in the IED window from a subscriber without taking up air time to convey information.

TERM	DEFINITION
"Op" or "OP"	Operator Position
Order within Classification	Sorting Order within a classification is based on either Primary Resource, Event State or Event Type. Order within the class can occur for elements such as Primary, Non-Primary, Unacknowledged, Acknowledged and Held, Radio Message and Radio Status.Based on either the selection of Primary Resource or Event State for sorting criteria, Primary or Non-Primary or Unacknowledged, Acknowledged and Held are more detailed sorting within the chosen class.
Primary Resource and Indicator	A radio resource selected by an administrator as high priority to the Op, designated on the resource display with a diamond symbol and in IED Inbound Event Display as an asterisk (*).
Radio Message	An Event Type displayed in the IED window. Note that Radio Message needs to be added to a resource in the Console Database Manager (CDM) if the user wants to monitor radio message codes on the resource.
Radio Status	An Event Type displayed in the IED window. Note that Radio Status needs to be added to a resource in the Console Database Manager (CDM) if a user wants to monitor radio status codes on the resource. Most radio subscriber units have buttons that are labeled with status numbers such as 1 = lunch and 2 = fueling.
Status Codes	A code designating the status of a subscriber without taking up air time to convey the information. Status numbers can range from 0 to 65,535 inclusive.
Sorting	Sorting messages can be performed by displaying the Received Time -with the oldest message at the top of the list or with the newest message at the top of the list - in the Inbound Event Display. Further sorting can include classifications by Primary Resource, Event State (Acknowledged, Held etc.) and Event Type Messages.
Wizard	IED dialog windows for creation of a new configuration. The wizard provide default settings of configurations for how events are displayed and handled by operators.

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