



TriCom Alert System 3.0

Contact Members Effectively via Phone, Fax & Email

TriCom Alert System 3.0

Complete User Manual

Last updated May 10, 2010

Documents and downloads available at

www.melnitech.com/tricom

Introduction

The TriCom Alert System is essentially six systems in one:

1. An efficient, secure, expandable Members Registration Data Source underlying a professionally-developed Web Application.
2. An automated Web-Based Telephone Dialing System capable of handling
 - a. Human Interaction
 - b. Answering Machines
 - c. Voice Mail
 - d. Cellular Telephones
 - e. Long Distance.
3. An automated Email Fan-Out System capable of sending thousands of emails per hour.
4. An automated Facsimile (Fax) System optimized to handle both dedicated and manual-transfer fax scenarios.
5. A convenient and secure Application Management System allowing authorized individuals immediate access to system information; either for managing member information, producing custom reports, or making changes to the system.
6. An Events and Errors Tracking System that continually monitors the TriCom Alert System as it operates and that
 - a. Takes note of successful and unsuccessful contact attempts
 - b. Automatically attempts to recontact people who have not answered their Telephone, or who did not receive their Email or Facsimile
 - c. Builds a list of potentially problematic phone numbers and email addresses for administrative review
 - d. Keeps track of associated technical information that will facilitate diagnosis of any problems that may occur with the system itself.

Given the wide variety of telephone services and devices currently available on the market, and the limitations inherent in any type of automated technology involving extensive human interaction, we realized when originally conceptualizing the TriCom Alert System that a 100% success rate, although ideal, would not be realistic under the circumstances. When we initially determined what would constitute the term “successful” in regard to the operability of the proposed Alert System, we decided that a valid and feasible goal was that the Telephone Component would effectively deliver the Fan-Out to at least 80% of all members who elected to be contacted via telephone; and that the Email and Fax Components would be effective to a rate of about 85%; with no stalls or failures occurring during the Fan-Out process.

We are pleased to report that at this point in time we are experiencing success rates of well over 90% on all three components.

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The Newest Version of the TriCom Alert System

In response to feedback from TriCom users since the system was first released in 2004, over the course of the last year a major rewrite has been performed on the TriCom Alert System. The newest version offers a number of significant features and advantages.

Version 3 of the TriCom Alert System is now compliant with Dialogic Diva hardware standards. This means that TriCom 3.0 now uses the latest Dialogic Diva analog telephony cards rather than the older TAPI standard that was used by the previous TriCom version. The advantage of redeveloping the TriCom Alert System to be compliant with the Diva series of telephony hardware is increased reliability. Over the course of the last six years, we have had to replace several Dialogic cards. System stability has been less than optimal due to deficiencies in older Dialogic hardware. Intel (who own Dialogic), recognizing that changes needed to be made regarding reliability of their hardware, have designed a new series of telephony hardware with improved reliability and stability characteristics. The TriCom Alert System has been redeveloped to use Diva API architecture. The result is software that is more reliable, easy to operate, and failure-free.

While redesigning the telephone/ fax server, significant improvements have been made to the reporting system as well. When fan-out sessions are complete, the summary report not only indicates which members were able to be contacted and which members were not, but also includes information that allows the recipient of the report to understand why certain members could not be contacted, and whether the information for that member may be out of date.

As with the previous version, TriCom 3.0 allows voice messages to be sent using a computer-generated voice. However, TriCom 3.0 includes a new desktop voice recording tool that allows persons sending alerts to record messages using their own voice if they prefer. This tool is available via a simple download from the TriCom Web Interface. The person sending the fan-out can use whichever method they deem most appropriate; the computer-generated voice for convenience, or their own voice for better quality and a more interpersonal touch.

The new system has had some changes made that reduce operation costs. There is no longer any need for web-hosting fees, as TriCom 3.0 is self-hosted on the Rural Crime Watch computer. There is also no need for an annual domain registration fee. The previous version of TriCom required "do not disturb" on each phone line; the new system does not. These changes make the new version of TriCom more cost-effective and self-sufficient.

Other technical improvements have been made, all with the aim of improving self-sufficiency and reliability. TriCom 3.0 is XHTML and CSS compliant, for improved browser compatibility. It uses Windows Communications Foundation under Microsoft .NET 3.5, for better security and faster, more reliable intercommunication.

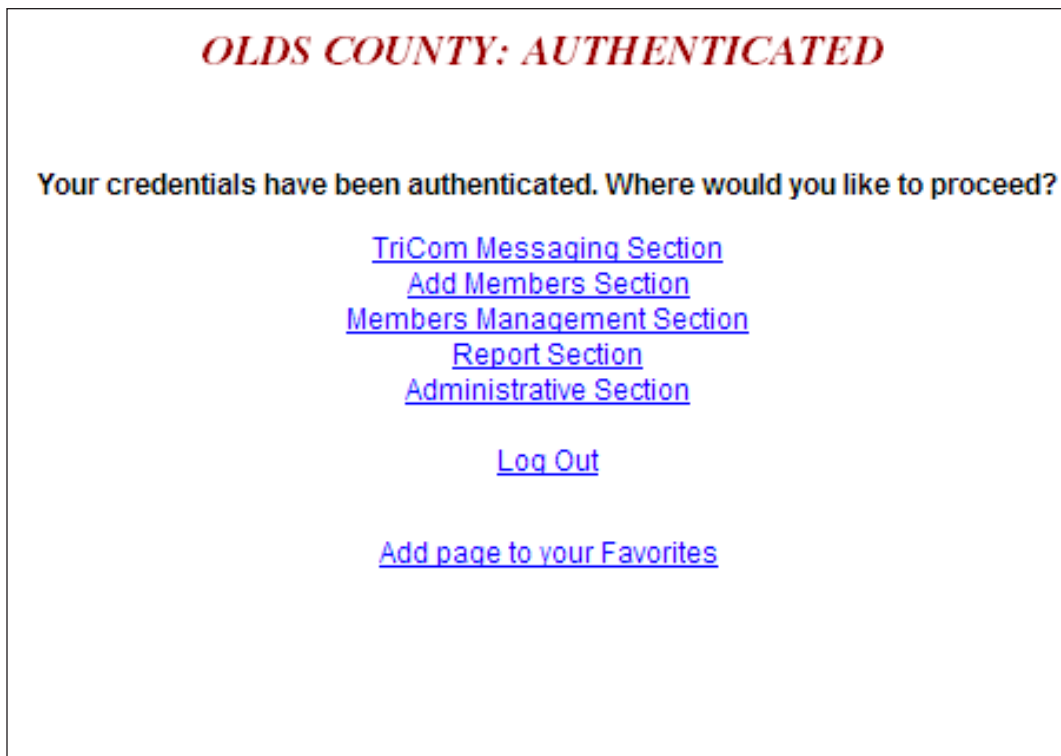
In summary, the TriCom Alert System 3.0 offers the following advantages:

1. More reliable operation.
2. Simpler setup and operation.
3. Better voice quality.
4. More descriptive reports.
5. Lower annual operating costs.
6. A completely self-contained system, with no dependency upon the developer for web hosting and other services.

Using the TriCom Management System Website

The database where member information is stored and managed is located on a dedicated website hosted on the TriCom server. The site is used to enter members, view and modify existing members, and view / modify site administrators. The website can be accessed via Internet Explorer version 6.0 or higher.

Navigation menu: When You Log In



OLDS COUNTY: AUTHENTICATED

Your credentials have been authenticated. Where would you like to proceed?

- [TriCom Messaging Section](#)
- [Add Members Section](#)
- [Members Management Section](#)
- [Report Section](#)
- [Administrative Section](#)

- [Log Out](#)

- [Add page to your Favorites](#)

After you log in to the TriCom Management Website, you will see an interface similar to the picture on the left. From here, you can go to the TriCom Messaging Section to send a fan-out, add new members, edit existing members, create reports or mailing labels, or enter the section for creating or editing Users for the TriCom Management System.

TriCom Messaging Section

When you enter the TriCom Messaging Section, you will see an interface similar to the following.

The screenshot shows the TriCom Messaging Section interface. At the top, there is a navigation bar with the following elements: [Log Out](#), [Downloads, Help & Docs](#), a welcome message "Welcome Mark Melnik", the text "OLDS COUNTY" in red, "MEMBER ALERT SECTION" in red, and a column of links: [Add Members Section](#), [Manage Members Section](#), [Reports Section](#), and [Administrative Section](#). Below the navigation bar is a form area with the label "Select message type:". There are two radio button options: "Use automated computer voice" and "Use human voice recording". There are three checked checkbox options: "Include telephone calls", "Include fax calls", and "Include emails".

Using the TriCom Messaging Section for sending a fan-out is very simple. All you do is perform the following steps. Before starting, decide if you want to use the automated computer-generated voice, or your own voice. The synthetic voice is convenient, but not as ‘warm’ and accurate as the voice of a real live person.

Method 1: Using the Synthetic Computer-Generated Voice

1. When you select *Use automated computer voice*, the interface will change to show the appropriate options.
2. Type or paste the message into the *Telephone Message* box and the *Fax & Email Message* box.
3. Click the *Preview message* link beside the *Telephone Message* box. After a short delay, you will be able to listen to the computer-generated voice.
4. It is possible that the Telephone Message may need to be tweaked in order for it to sound correct. The computer voice does a good job of reading normal words, but it may not be able to pronounce names and abbreviations properly. To correct this, you may need to change the spelling of certain words, or add punctuation characters to improve clarity. For example, the word “Fort Saskatchewan” may sound better if it is spelled “Fort Sas-katch-a-one”. The phrase “Range Road 15” may sound better if it is spelled “Range Road 1 5”. Inserting the spaces will help to slow down the pronunciation of “15” and make it sound clearer. Also, if certain phrases seem to be running together and being spoken too quickly, adding a comma will insert slight pauses at those points. Feel free to experiment a little. You can preview the message as many times as you like until it sounds correct. **PLEASE NOTE** that the Fax/Email message does not need to be tweaked, but should be entered exactly as you want it to appear in a Fax or Email.
5. Check the zones that you want to send the message to.
6. Press the *Send Alert to Selected Members* button.
7. You should then see a message indicating the status of the system. Normally the message will indicate that the notification has started successfully.
8. You are finished with sending the fan-out, and can now log out of the website. For security purposes, click the *Log Out* link when you are finished with the site, and avoid using the *Back* button or *Close* button on your browser.
9. An email will be sent to your designated Administrator when the fan-out is completed, and will

list any contacts that were not successful.

Method 2: Using Your Own Voice

1. When you select *Use human voice recording*, the interface will change to show the appropriate options.
2. Minimize your internet browser and click on the *TriCom Voice Recorder* icon on your computer's desktop. (If the utility is not installed on your computer, go to the *Downloads, Help & Docs* section by clicking the link near the top left of the web page. From here, you can download and install the *TriCom Voice Recorder* utility to your computer.)
3. Find the microphone volume on your computer and set it to near maximum.
4. Press the red *Start Recording* button to start recording. Narrate the message clearly into the microphone.
5. Press the blue *Stop Recording and Save File* button when you are finished recording.
6. To remove the silences at the start and end of the recording, you can select the appropriate areas of the waveform display and use the *Delete* function. You can also use the *Delete* function to remove coughs, periods of silence, or other problems in the recording.
7. You can press the green *Play File* button to review the file at any time.
8. When you are finished, press the 'Optimize the Volume' button. This will automatically set the recording to the correct volume for playback through the phone line.
9. Close the program and go back to the TriCom website.
10. Type or paste the message into the *Fax & Email Message* box.
11. Check the zones that you want to send the message to.
12. Press the *Send Alert to Selected Members* button.
13. Browse to the audio file you just recorded. It should be in your My Documents folder. Select the file named *tricomMessage.wav*.
14. You should then see a message indicating the status of the system. Normally the message will indicate that the notification has started successfully.
15. You are finished with sending the fan-out, and can now log out of the website. For security purposes, click the *Log Out* link when you are finished with the site, and avoid using the *Back* button or *Close* button on your browser.
16. An email will be sent to your designated Administrator when the fan-out is completed, and will list any contacts that were not successful.

TriCom Add New Members Section

When you go into the *Add New Members* section, you will see an interface similar to the following.

Log Out Welcome Mark D. Melnik		MT COUNTY RURAL CRIME WATCH ADD MEMBERS SECTION		TriCom Messaging Section Manage Members Section Reports Section Administrative Section	
---	--	--	--	---	--

Access Information	Member Information	Contact Information	
* Member number: <input type="text" value="89011"/> * Zone: <input type="text"/> Expiry date: <input type="text" value="na"/> Member notes: <input type="text"/>	* Primary first name: <input type="text"/> * Primary last name: <input type="text"/> Alternate first name: <input type="text"/> Alternate last name: <input type="text"/> * Mailing address: <input type="text"/> * Town/City: <input type="text"/> * Postal code: <input type="text"/> Rural address: <input type="text"/> * Contact area code: <input type="text" value="-"/> * Contact telephone: <input type="text"/>	* Main notification: <input type="text" value="Telephone"/> * Second notification: <input type="text" value="None"/> * Third notification: <input type="text" value="None"/> * Tel area code: <input type="text" value="-"/> * Tel number: <input type="text"/> * Tel long distance: <input type="text" value="-"/> * Tel answer service: <input type="text" value="None"/> * Fax area code: <input type="text" value="-"/> * Fax number: <input type="text"/> * Fax long distance: <input type="text" value="-"/> * Main email address: <input type="text"/> Alternate email address: <input type="text"/>	Add Member Cancel

This form is for the adding of new members to your association's member list. Simply fill in the fields as listed. Items that have a red asterisk are mandatory. Fields that have a blue asterisk may be mandatory, depending on the contact methods selected. For example, if *Email* is selected as a contact method, then an *Email address* must be entered. When you have entered the data, click the *Add Member* link to add the member.

To help you keep track of miscellaneous information concerning your members, there are two fields provided. One is the *Expiry date*. This is an optional field that you can use to keep track of when that person's membership expires. The *Member notes* is also an optional field, and can be used for any extra information that you may want to note concerning the member. Both of these fields are included on the printed reports that can be created in the *Reports* section of the TriCom website.

TriCom Member Report Section

The Member Report section allows you to generate reports for viewing online or for printing. You can also create Mailing Labels from this interface.

Creating a Report

To create a report, simply select each zone that you want the report to include. You can select multiple zones by holding the *Control* key while left-clicking on each zone with your mouse. Once you have selected the zones for which you want to create the report, press the *Display Report* button. You will then see an interface similar to the following.

Log Out	MT COUNTY RURAL CRIME WATCH	TriCom Messaging Section
Welcome Mark D. Melnik	MEMBER REPORT SECTION	Add Members Section
		Manage Members Section
		Administrative Section

SELECT ZONES	DISPLAY ORDER	INSTRUCTIONS
<div style="border: 1px solid black; padding: 2px;"><ul style="list-style-type: none">8089959697<li style="background-color: #e0e0e0;">99</div> <p>Hold 'Control' to select more than one zone</p>	<p><input checked="" type="radio"/> Sort by member number</p> <p><input type="radio"/> Sort by last name</p> <p><input type="radio"/> Sort by zone</p> <p><input type="button" value="Display Report"/></p> <p><input type="button" value="Print Report"/></p> <p><input type="button" value="Create Mail Labels"/></p>	<p>To create a Members report, select the zones that you want included in the report, select the desired sort order, and click "Display Report". You can then print the report by clicking "Print Report". To create Mailing Labels, select the desired zones and click the "Create Mail Labels" button. A Microsoft Excel spreadsheet will be created dynamically, and you will be prompted to save this file to your computer. You can then use a program designed to print mailing labels from an Excel spreadsheet for the specific type of label you are using. One program that is very easy to use and can print to a wide variety of labels is called "Avery Wizard for Microsoft Office", which can be obtained via free download from www.avery.com</p>

Comprehensive Members Report		
Tuesday, February 05, 2008		
Melnika, MarkA	AlternateName: na	Expiry:
Zone: 99	Notify1: Telephone [780-986-2199]	MA: na Barrhead T7N1C4
MemNum: 90002	Notify2: None	RA: 5831451 6692607
TelNum: 780-674-7530	Notify3: None	MemNotes:

If you press the *Print Report* button, you can now send the report to your printer.

Creating Mailing Labels

If you intend to print Mailing Labels for the selected zones, pressing the *Create Mail Labels* button will allow you to save a Microsoft Excel spreadsheet to your computer. You can then print the labels, using Microsoft Excel, to the mailing labels of your choice. If you are printing to Avery mailing labels, you may want to install the free Avery program as described under *Instructions*.

TriCom Administrative Section

Only Administrators can access this section. The TriCom Administrative Section allows users to be created who can then log in to the TriCom Management System Website.

The only people who have access to the TriCom Management System Website are individuals who have login credentials. There are 3 capacities that a user can have: AddOnly, AddModify, and Admin. When you add a user you can set them up with one of those 3 capacities, depending on what you want them to be able to do. User capacities are as follows:

1. AddOnly: The user can add new members, but cannot view existing member information.
2. AddModify: The user can add new members, and can both view and modify existing member information. The user can also access the TriCom Messaging System and the Reports section.
3. Admin: The user has AddModify rights, and also can both view and modify existing user information. The user can also access the TriCom Messaging System and the Reports section.

From the Administrative Section, new users can be created with an appropriate level of access, or existing users can be edited as desired.

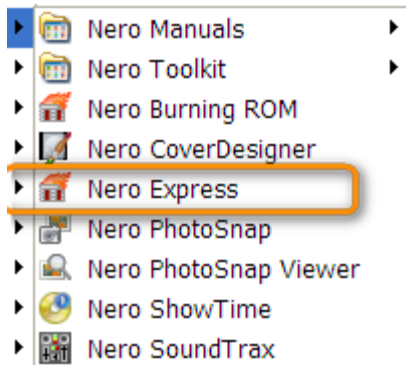
The lower part of the Administrative Section contains settings that pertain to the interfacing of the TriCom Management System Website to the TriCom Telephone Server. These settings should not be changed.

Backing Up the TriCom 3.0 Server

The following instructions describe how to perform a backup of the TriCom Server that hosts the TriCom application components. You can use any decent CD Writing software that you wish, but *Ahead Nero Express* or *Ahead Nero Burning ROM* are recommended.

How to Perform a Server Backup for the TriCom 3.0 Server using Nero Express

Open **Nero Express**.

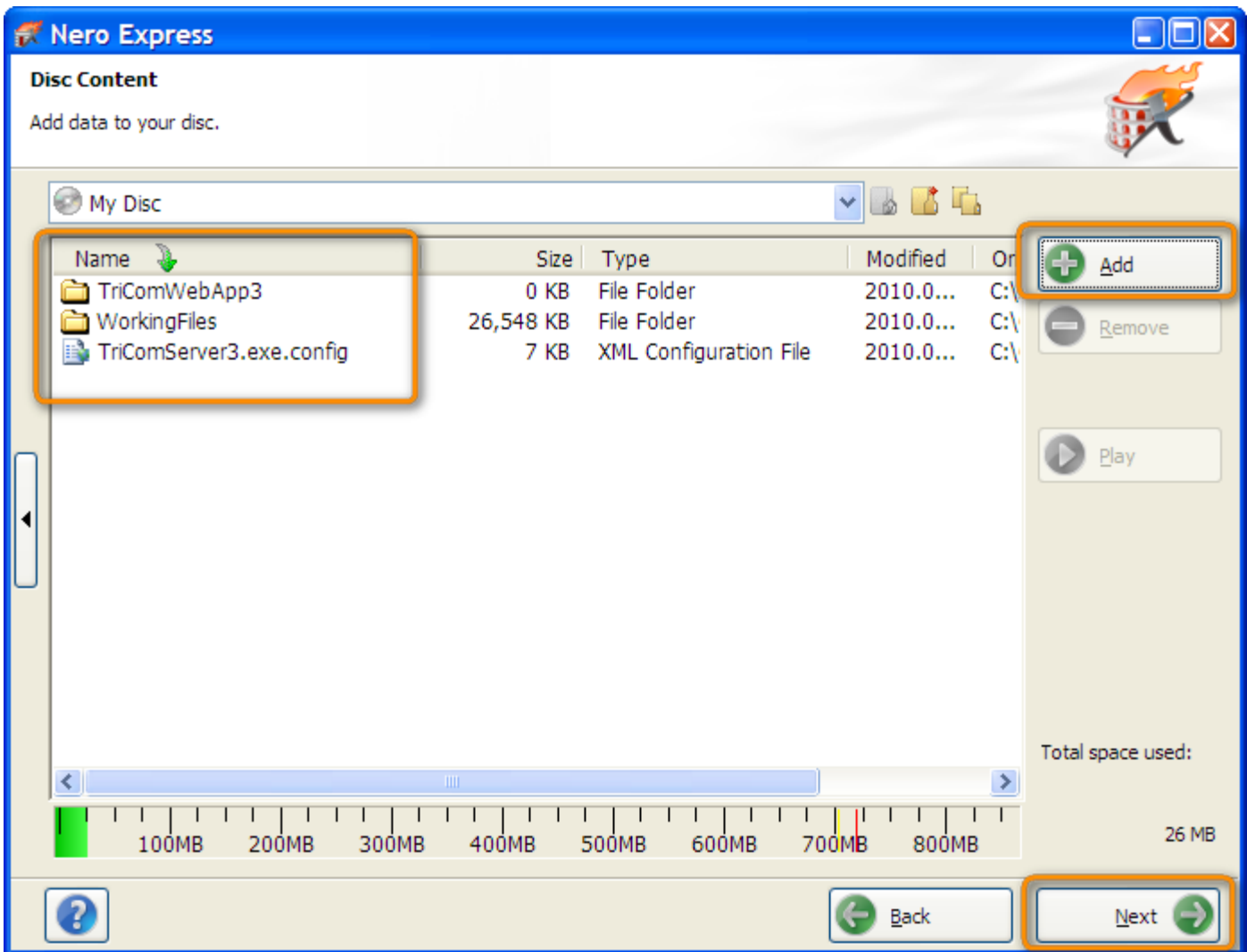


Click the **Add** button in the **Disc Content** window.



Browse for the files you want to back up and highlight them before you click the **Add** button. The following files need to be added to the compilation.

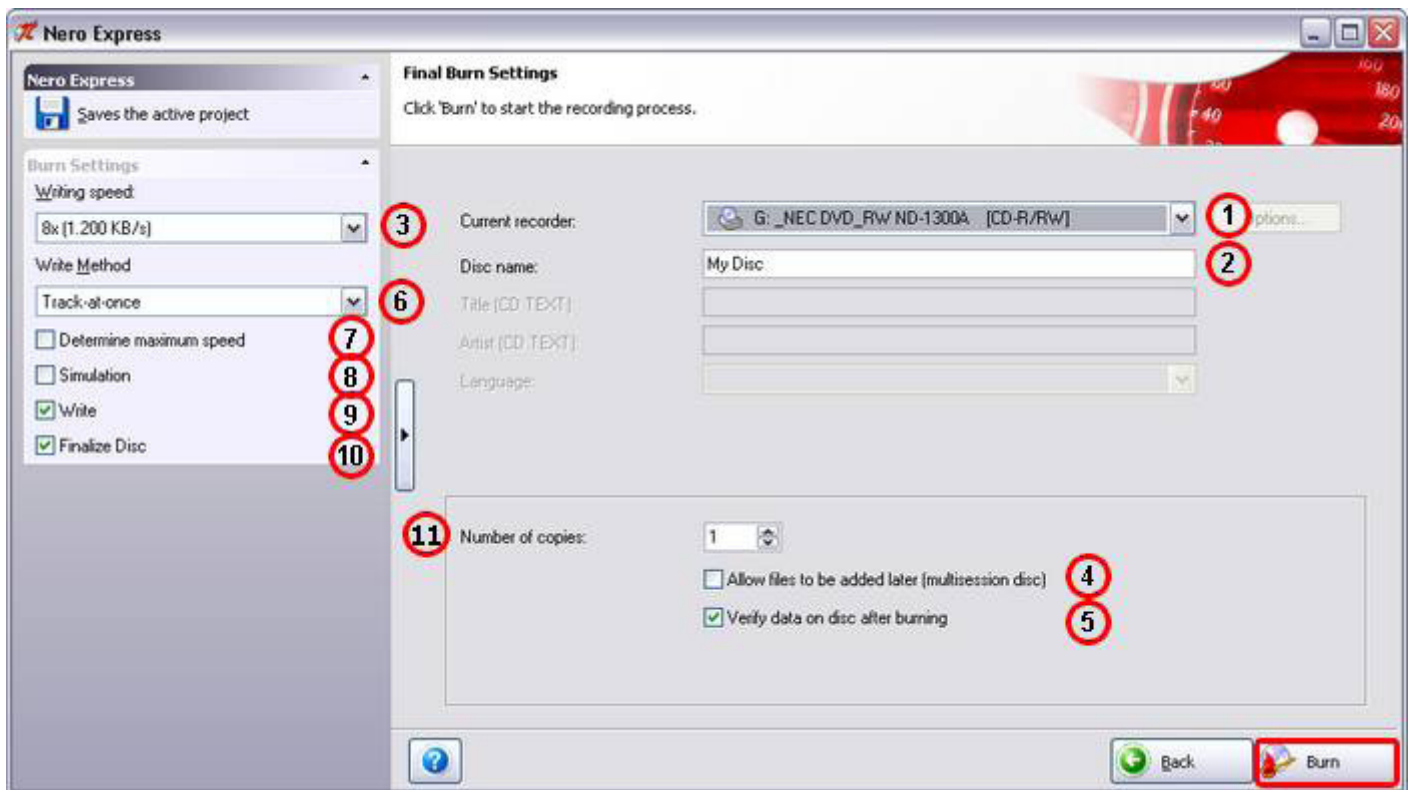
- Folder: C:\Inetpub\wwwroot\TriComWebApp3
- Folder: C:\Program Files\TriCom\TriCom Server 3\WorkingFiles
- File: C:\Program Files\TriCom\TriCom Server 3\TriComServer3.exe.config



Click the **Close** button after all files and folders have been added to the compilation.

Click the **Next** button to continue.

Select the final burn settings.



(1) Current recorder

Select the recorder you want to use.

(2) Insert a Disc name.

(3) Select the Writing speed.

(4) Allow files to be added later

Creates a multisession disc.

Further data can be added to the disc later. The disc will not be finalized.

Refer to the **Nero Express** manual for further details about how to create **multisession** discs.

(5) Verify data on disc after burning

Nero compares the burned files on the disc bit by bit with the original files on the hard drive.

(6) Write Method

Select either **Disc-at-once** or **Track-at-once**.

Use **Track-at-once** when burning a multisession disc, otherwise always use **Disc-at-once**.

Disc-at-once: The entire CD/DVD is written in one go without deactivating the laser.

Track-at-once: Every track is written individually. The laser is turned off after every track.

(7) Determine maximum speed

A speed test is performed before recording.

Nero will determine the safest maximum speed for burning your disc.

(8) Simulation

A simulation burn will be performed to check if the disc is ready.

No data is actually written on the disc.

(9) **Write**

Starts the actual physical burning process.

(10) **Finalize disc**

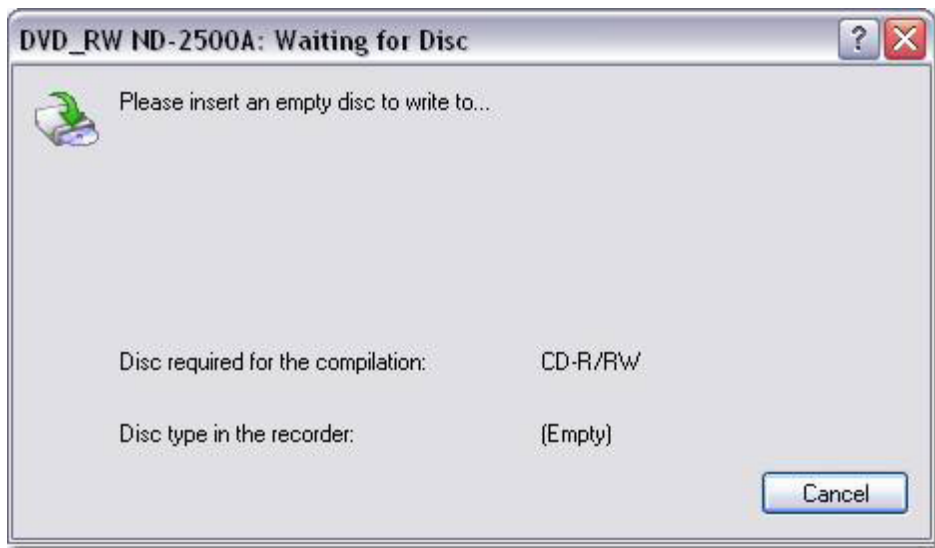
The disc will be closed after burning. No further data can be added to the disc later.

(11) **Number of copies**

Select the number of copies.

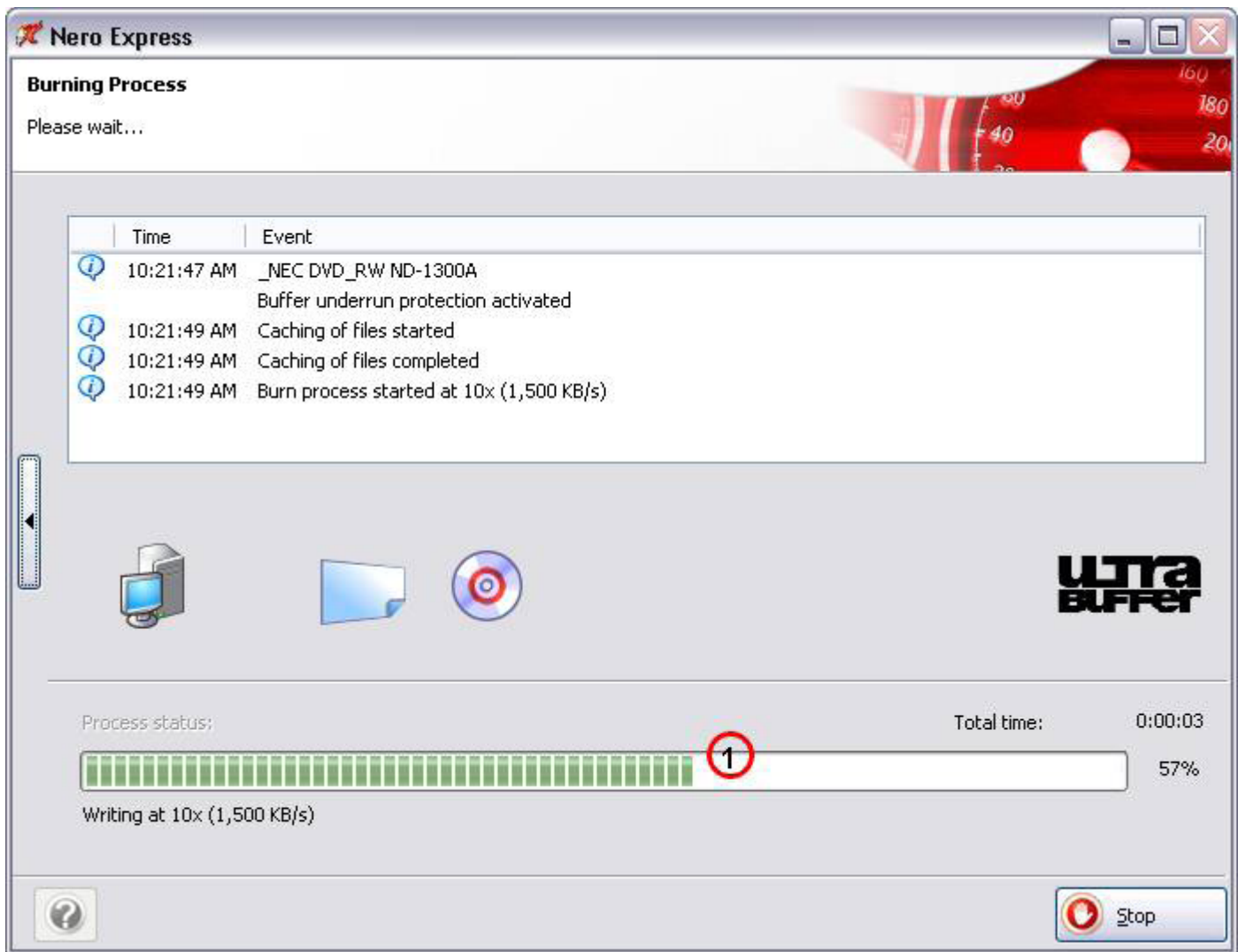
Click the **Burn** button to start the burning process.

Nero will open the following window if it does not detect a blank CD-R or CD-RW medium in the recorder drive.



Insert a blank disc. Nero will detect the disc and will start the burning process automatically. (Do **not** click the **Cancel** button!)

Follow the status of the burning process in this window:

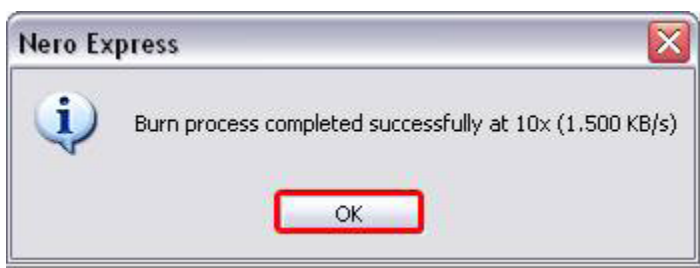


(1) Process status

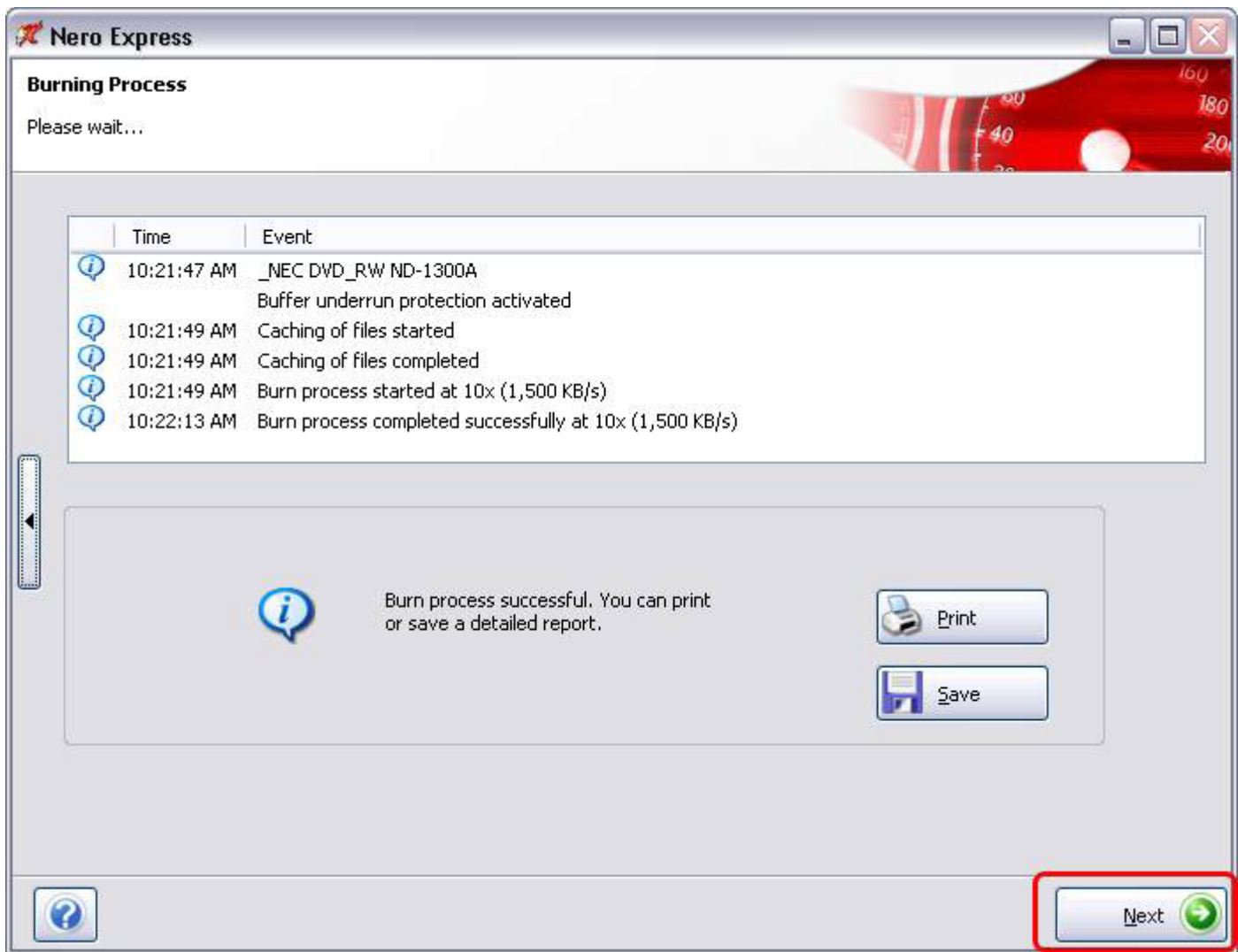
Progress bar of the burning process.

The burning process has been completed successfully.

Click the **OK** button to continue.



Click the **Next** button to finish the burning process.



Select **Exit** Nero Express to finish the data CD burning process.

Server Prerequisites

The following prerequisites must be met before the TriCom Alert System can be installed:

High Speed Broadband Internet: A reliable high-speed broadband (always-on) Internet connection must be installed and operational. The TriCom Alert System is designed to send emails through high-speed, broadband internet. A reliable broadband internet connection is also necessary for the Members Registration Web Interface to be hosted. If at all possible, the Internet connection should use a Static IP address. If your Internet Service Provider cannot provide you with a Static IP address, TriCom can be configured to use a Dynamic IP address.

One or more Telephone / Fax Lines: The TriCom Alert System requires at least one fully dedicated analog POTS telephone line for outbound dialing of fax and telephone calls. Regular residential service is usually fine. The phone line must not be used for any purpose other than sending out Crime Watch messages through Tricom. Most hardware setups require two dedicated lines, although TriCom can support large numbers of lines if properly equipped.

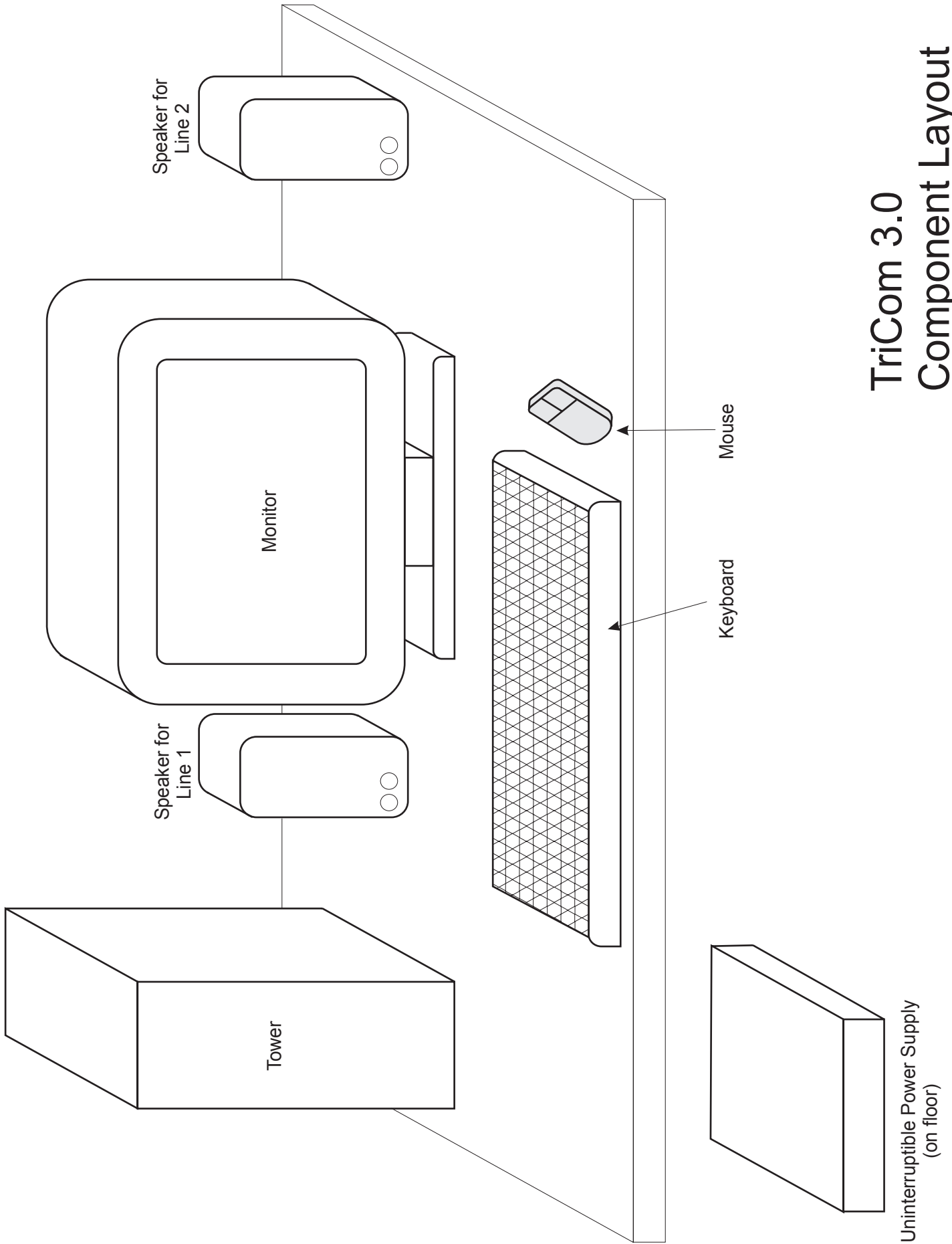
Server Connection Procedures

The TriCom Alert System is able to be connected from one to eight (or more) telephone lines simultaneously, depending upon the hardware that was purchased for your system. These instructions will outline the steps necessary for connecting it to two lines for dual-line operation. The steps can be modified as appropriate depending on how many lines you have installed.

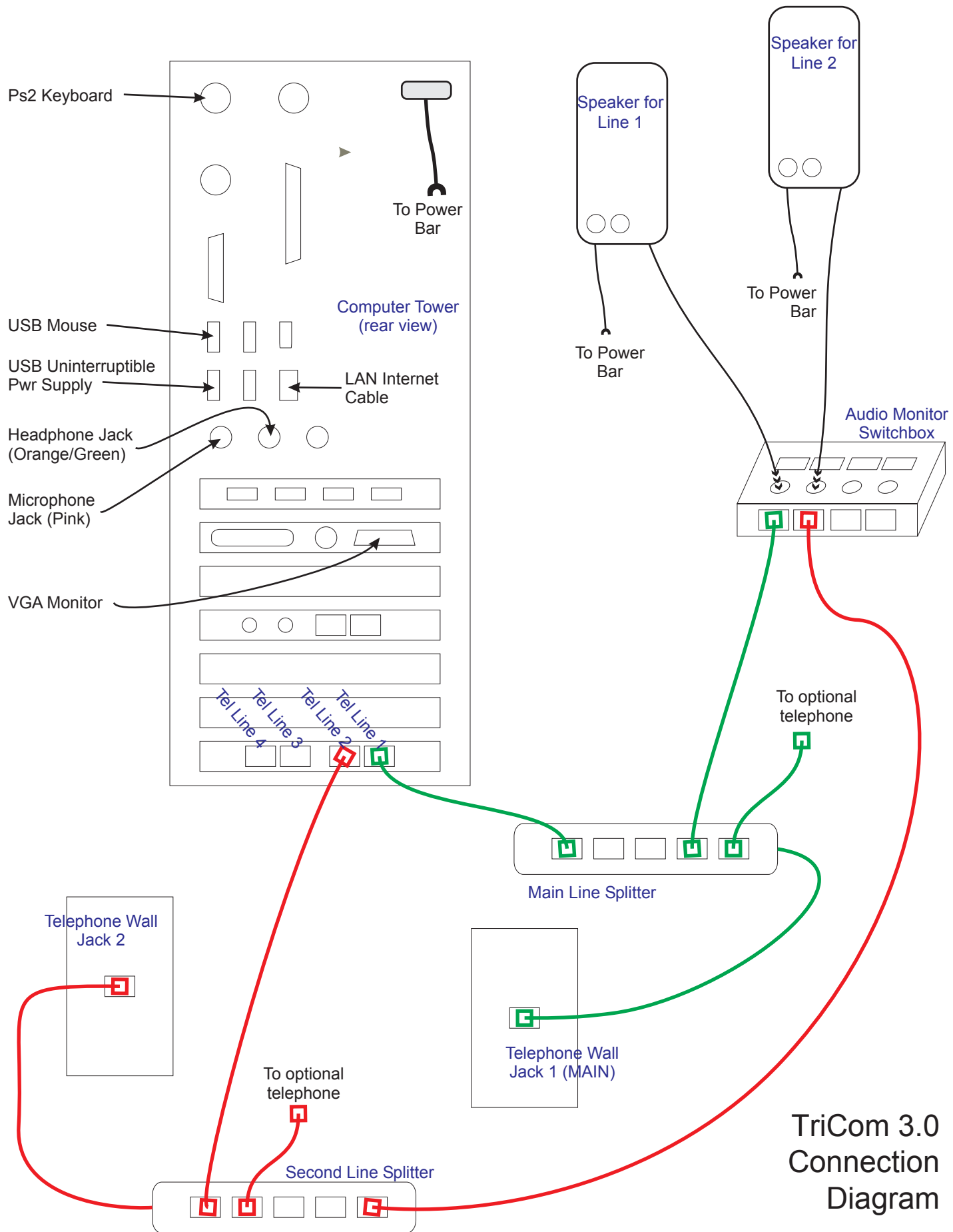
The tower, monitor, and keyboard / mouse should be placed on solid desk in a cool, dust-free location with good ventilation for cooling. The sketch following on the next page is a suggested layout for setting up the components of the TriCom Alert System.

Once the components are in place, they need to be connected as per the diagram that follows. The cables must be connected precisely as described in the diagram.

In the diagram that follows, Green represents Line 1, the main telephone line. Red represents Line 2 which is optional. Additional lines can be added by duplicating the section in Red for additional lines.



TriCom 3.0 Component Layout



TriCom 3.0
Connection
Diagram

Server Installation / Reinstallation Procedures

Please note that the following steps should be performed only by a person who has a high degree of proficiency in computer software installations.

Installing the TriCom Alert System consists of two stages. The first stage is the installation of the Pre-requisites that the TriCom Alert System needs in order to operate. The second stage is to install the TriCom Alert System itself.

Section 1: Install the Preliminary Software

In full, the following need to be installed in order to operate the TriCom Alert System.

Register a Domain with DynDNS.com

1. Go to the DynDNS website.
website: <https://www.dyndns.com/account/login.html>
2. If you have an account, log in. Otherwise, follow the instructions on the website to open a new account.
3. Click on *My Hosts*
4. Click on *Add New Host*
5. Enter a hostname (example: leducrcw, oldsrcw, etc.) and select *dyndns.info* from the dropdown box.
6. For service type, select *Host with IP address*.
7. Click *Add To Cart*.
8. Go through the steps to pay for the registration. You can register for as long as you want, but at least 2 years at a time is recommended.

Download and install Updates from Microsoft Update

9. Install Windows XP Service Pack 3.
10. Install all remaining critical security updates.
11. Install optional update .NET Framework version 3.5 SP1.
12. Install all remaining critical security updates.

Install the following via manufacturer websites

1. DynDNS Dynamic DNS Client 4.1.6 or newer for Windows.
website: <http://www.dyndns.com/support/clients/windows.html>
2. The latest version of ESET Smart Security (optional but recommended).
website: <http://www.eset.com/home/smart-security>
3. Ahead Nero CD Burning Suite (optional but recommended).
 - a. Ensure Nero SmartStart is not selected during installation.
 - b. Nero Burning ROM is the only program that should be installed.

Install the following via the installation disc

1. ATT Natural Voices (the instructions are in the setup folder).

2. Dialogic Diva System Release (8.5WIN SU7 or newer)
 3. In the *Prerequisites* CD, open the folder named *Diva System Release 8.5WIN SU7*.
 4. Click on the file named *Setup.exe*.
 5. Run through the installation process.
 6. Restart the computer. Then go to Windows Update and check for critical updates. Restart if necessary.

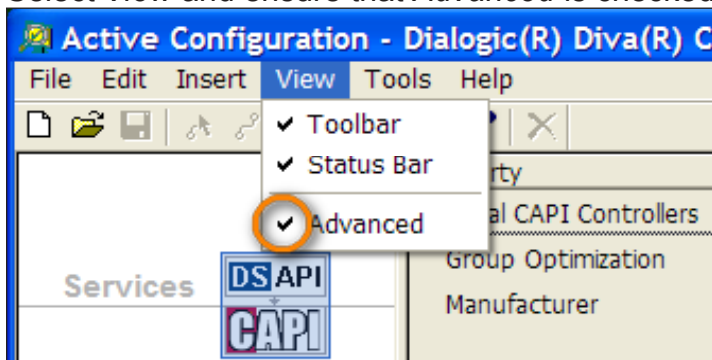
If you need to uninstall any software, you can do so by doing the following:

1. Go into *Control Panel* and then *Add or Remove Programs*.
2. Find the software that you want to remove and uninstall it.

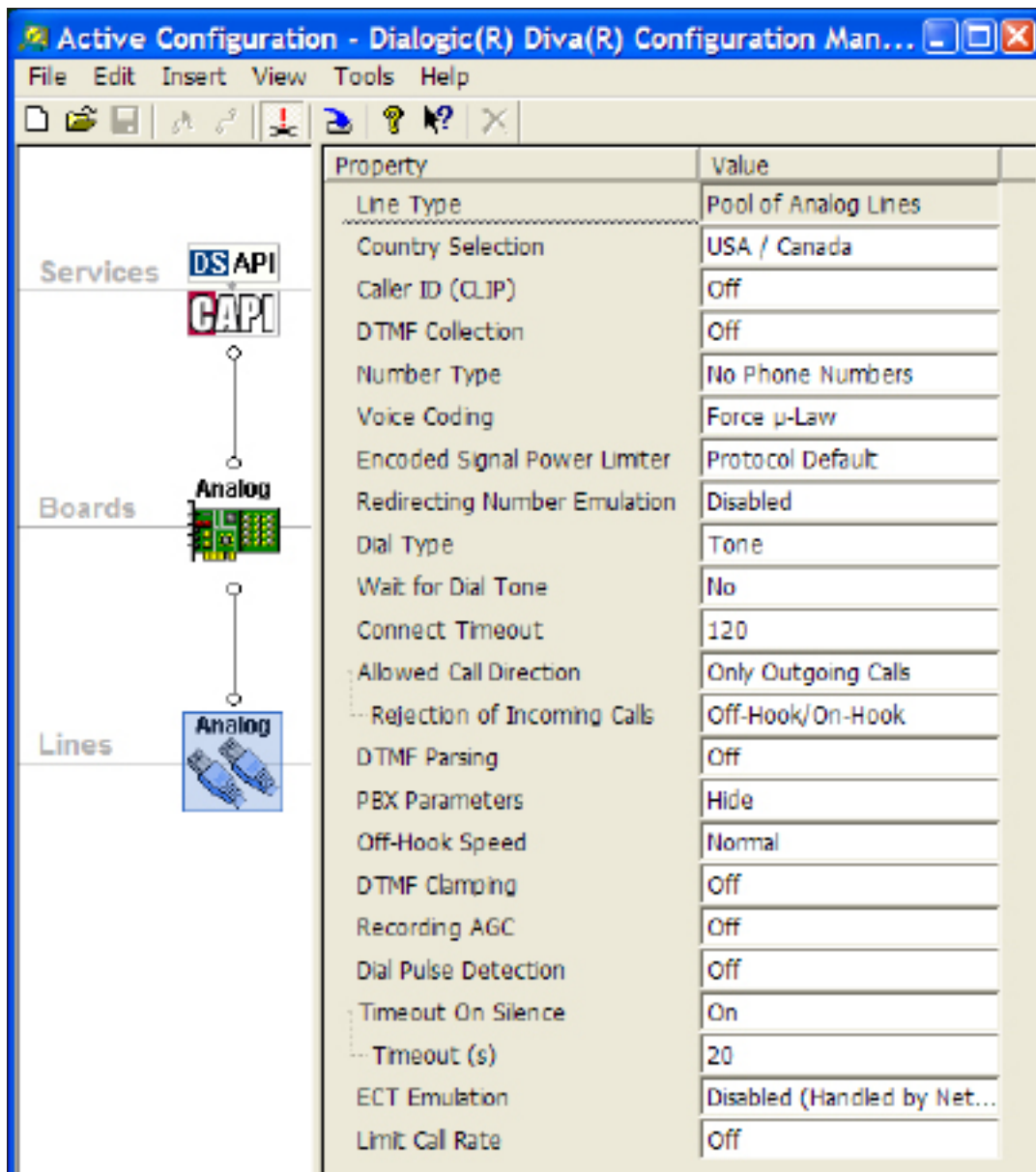
Section 2: Configure Dialogic Utilities

Configure the Dialogic Configuration Manager

1. Go to *Start*, then *Programs*, then *Dialogic Diva* and open *Configuration Manager*.
2. Select *View* and ensure that *Advanced* is checked.



3. Click the *Analog* button and change all settings so they match the screenshot below:



4. Click the *Activate* button to save the changes, then *OK*.
5. Select *File, Exit* to exit out of the Diva Configuration Manager.

This stage of the installation is now complete.

Section 3: Configure Operating System and Network

Configure the Computer's Network Connection

1. Open the Windows Control Panel and select *Network Connections*.
2. Select *Internet Protocol (TCP/IP)* and then click *Properties*.
3. Set the connection to use a manual (static) IP address. Refer to the *TriCom3 Settings.pdf* file for the IP address, Subnet Mask, and Default Gateway.
4. Specify the Preferred and Alternate DNS Servers that are to be used according to the DNS server settings for your Internet Service Provider. If you are not sure of these, you can sometimes get them from your router.
5. Click *OK* to finish.
6. Restart the computer.
7. Ensure that the computer can connect to the Internet normally.

Configure the Router

1. Install the router according to the router's installation manual on the router's installation CD.
2. Ensure that the computer is connecting to the Internet normally.
3. Log into the router and open port 3389 for both UDP and TCP traffic; direct requests to the Static IP address that the TriCom computer is set to.
4. Log into the router and open ports 20, 21, and 80 for TCP traffic only; direct requests for each port to the static IP address that the TriCom computer is set to.

Configure Network Options

Sometimes Windows XP will try to "help" you by configuring your PC to talk to your DSL router via the Internet Gateway Device Discovery and Control Client, Internet Connection Sharing (ICS) and UPnP. These can be problematic from both security and performance perspectives. If you go into Control Panel->Network Connections and see an "Internet Gateway" in addition to any Local Area Connections, then you will need to perform the following steps to disable the Internet Gateway configuration:

1. Go to *Start, Settings, Control Panel, Add or Remove Programs*, then click on *Add/Remove Windows Components* in the left-hand column. When the Windows Components window comes up, scroll down and click on the *Network Services* line, then click *Details*.
2. If Internet Gateway Device Discovery and Control Client is selected, unselect it.
3. If RIP Listener is selected, unselect it.
4. If Simple TCP/IP Services is selected, unselect it.
5. If Universal Plug and Play is selected, unselect it.
6. If RIP Listener is selected, unselect it.
7. Click *Next*, as needed, to get to *Finish* (you'll need to reboot if you've made any changes).

You will also need to ensure that the SSDP Discovery Service and the Universal Plug and Play Device Host are stopped and disabled in Services. To do this, perform the following:

1. Go to *Start, Settings, Control Panel, Administrative Tools, Services*.
2. Scroll down until you can select *SSDP Discovery Service*.
3. Make sure it is listed as *Startup type: Disabled* and *Service Status: Stop*.
4. Repeat this process for the *Universal Plug and Play Device Host* service.

Adjust the Operating System's Indexing Service

1. You will need to completely disable the Windows Index Service. To do so, follow these steps:
2. Open the Windows Control Panel and select *Add or Remove Programs*, and then click *Add / Remove Windows Components*.
3. Uncheck *Indexing Service*, then click *Next* and complete the Wizard.
4. Open the Windows Control Panel and select *Administrative Tools*, and then click *Services*.
5. Scroll down to *Indexing Service*. Right-click over it and select *Properties*.
6. On the *General* tab, set *Startup type* to *Disabled*.
7. Click *OK*.

Configure Internet Information Services

1. Open the Windows Control Panel and select *Administrative Tools* and then *Internet Information Services*.
2. On the left pane, expand the computer node, then expand *Web Sites*, then right-click over *Default Web Site*, then select *Properties*.
3. For the tab *Web Site*, the *IP Address* should be same as the IP address used by the computer's Network Connection. The *TCP Port* should be set according to the value in the *TriCom3 Settings.pdf* file. A typical setting would be *80*.
4. For the tab *HTTP Headers*, *Enable content expiration* should be checked and set to expire after 1 day.
5. For the tab *Home Directory*, *Local Path* should already be set to *C:\inetpub\wwwroot*.
6. For the tab *Documents*, *Enable Default Document* should be unchecked.
7. For the tab *Directory Security*, click *Anonymous access* then *Edit*. *Anonymous access* should be unchecked. *Integrated Windows authentication* should be checked.
8. On the tab *ASP.NET*, *ASP.NET version* should be set to *2.0.n*.
9. Click *Apply* and then *OK* to close the property window.
10. Now on the left pane, expand the *Default Web Site* node, then right-click over *abCWprocess*, then select *Properties*.
11. For the tab *Virtual Directory*, *Local Path* should already be set to *C:\Program Files\TriCom\TriComRC 2005\WebRoot\abCWprocess*. The checkboxes *Read*, *Write*, and *Log Visits* should be checked, while *Script source access*, *Directory browsing*, and *Index this resource* should be unchecked. *Execute Permissions* should be *Scripts only* and *Application protection* should be *Medium*. *Configuration-->Options* should have *Enable session state* checked and set to *20* minutes, *Enable buffering* checked, *Enable parent paths* checked, and *ASP Script timeout* set to *180 seconds*. On the *Debugging* tab, both debugging flags should be unchecked. Click *OK*.
12. For the tab *Documents*, *Enable Default Document* should be unchecked.
13. For the tab *Directory Security*, click *Anonymous access* then *Edit*. *Anonymous access* should

be checked. *Integrated Windows authentication* should also be checked.

14. For the tab *HTTP Headers*, *Enable content expiration* should be checked and set to expire after 1 day.
15. Click *Apply* and then *OK* to close the property window.
16. On the left pane, select *Default Web Site*. Then restart the web server by clicking the stop button and then the start button in the icon toolbar.
17. Click *File, Exit* to close the IIS Manager.

Configure the Dynamic DNS Client

1. Open *DynDNS Updater Configuration*. Set the user name, password, and host according to the *TriComRC Settings.pdf* file.
2. Set the following:
 - a. Start updater with Windows: Checked
 - b. Display updater icon: Checked
 - c. Automatically synchronize host list: Checked
 - d. Show system notification when updates occur: Unchecked
 - e. Automatically check for updates: Checked
 - f. Enable internet guide: Unchecked
3. Click *OK* and then close the program.

Configure Remote Desktop

1. Open *Control Panel, System*, and select the *Remote* tab. *Remote Assistance* should be unchecked. *Remote Desktop* should be checked. Click *Apply* then *OK*.

Configure Firewall Software

1. Open *Control Panel, Windows Firewall*. Ensure it is turned *On* and *Don't allow exceptions* is unchecked.
2. On the *Exceptions* tab, ensure that *TriComRC Server 2005* is added as a program, *RCW Web Server* is added as a *TCP Port* using the Web Server Port from the *TriComRC Settings.pdf* file, and *TriComRC TCP Server* is added as a *TCP Port* using the TCP Server Port from the *TriComRC Settings.pdf* file. Ensure that *Remote Desktop* is present on this list. If it isn't, add *Remote Desktop* as *TCP Port 3389*. Ensure the *Display a notification... blocks a program* checkbox is checked. Click *OK*.

Configure Windows Automatic Updates

1. Open *Control Panel, Automatic Updates*. Set it to *Download updates for me, but let me choose when to install them*.

Section 4: Install the TriCom Application Components

Install the TriCom Server Application

1. Load the installation disc and run *TC3.AppSetup\setup.exe*
2. Follow through the prompts. Leave all the settings at their defaults. Specifically, the program must be installed in the *C:\Program Files\TriCom* directory.

Install the TriCom Web Application

1. Load the installation disc and run *TC3.WebSetup\setup.exe*
2. Follow through the prompts. Leave all the settings at their defaults. Specifically, the program must be installed in the *Default Web Site* location.

Install the TriCom Web Upload Application

1. Load the installation disc and run *TC3.WebUploadSetup\setup.exe*
2. Follow through the prompts. Leave all the settings at their defaults. Specifically, the program must be installed in the *Default Web Site* location.

Installation and configuration is now complete.

Additional Help & Information

If you have any questions or problems with the operation of the TriCom Alert System, please feel free to send an email or make a telephone call using the contact information provided at www.melnitech.com/tricom.