

TriCom Remote Control Server 2005 – Pre-Installation Checklist

For the sake of efficiency and to ensure the shortest installation time possible, the following prerequisites must be met before the TriCom Remote Control Server can be installed:

1. Permanent Location Established:

The TriComRC computer will need to be set up and operational at the RCMP station, or wherever the computer is planned to be kept. It will need to be kept running 24 hours a day, 7 days a week. It should be located in a cool, dust-free environment.

2. High Speed Broadband Internet:

A reliable high-speed broadband (always-on) Internet connection must be installed and operational. The TriCom Remote Control Server is designed to send emails through high-speed, broadband Internet. A reliable broadband internet connection is also necessary for the Remote Members Registration Website to connect to the TriCom Remote Control Server. 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, although the reliability of the system may not be quite as high.

3. Voice Mail with Do Not Disturb:

For each telephone line that the system is connected to, the line **MUST** be set up to **NOT ACCEPT** incoming calls. In other words, your phone line(s) must have a service activated that will prevent the phone from ringing if a phone call comes in. The following services should enable this requirement to be met:

1. “Do Not Disturb”: This will simply play a pre-recorded message to the incoming caller.
2. “Do Not Disturb” with “Voice Mail” or “Voice Mail Simple”: This will play a pre-recorded message to the incoming caller and permit the option of having them leave a message.
3. “Call Forwarding Variable” or “Call Forwarding Fixed”: These will automatically forward the incoming call to a different phone number of your choice.

When creating your recording, the message can contain a phone number to contact for people who missed the Crime Watch update, or a recording of the actual Crime Watch update itself, perhaps along with a contact number in case the member has any more questions. That way, when members call back they can hear your message while TriCom continues to make its calls.

4. Network Access:

Windows Remote Desktop needs to be enabled on the TriComRC computer. Detailed instructions for this can be found at:

<http://www.microsoft.com/windowsxp/using/mobility/getstarted/enableremote.mspx>

If your network is behind a firewall, Port 3389 will need to be open for both UDP and TCP traffic, and directed to the Static IP address that the TriComRC computer is set up to use (usually 192.168.1.177). Ports 4001 and 4002 will also need to be opened for TCP, and directed to the same address (usually 192.168.1.177).

5. Internet Settings:

In order to send emails, you will need to know your outgoing SMTP address (such as smtp.telus.com or whatever), your email authentication user name, and your email authentication password (these may be different than your webmail user name and password). It would also be helpful if you know your

Static IP address and DNS addresses given to you by your Internet Service Provider (although this can usually be determined at the time of installation).