Installation: KI-2241I



# Responder<sup>®</sup> 5 Applications Installation Guide



**Rauland-Borg Corporation** 

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# **1: General Information**

A complete installation of the Responder 5 Applications Suite includes:

#### **Database Server Components:**

✓ Two (2) SQL Databases (Configuration and Log)

#### **Application Server Components:**

- Multiple bundled client user modules (My Profile, Staff Assignment, PC Console and Reports Manager) and one configuration module (Administration).
- Services to implement internal business logic and interface with Active Directory
- ✓ Diagnostics

#### **Optional Reports Manager Server Components**

- Three (3) SQL Databases (Clone, Stage, and Data Warehouse)
- Report definition (Templates)

### **Scope of this Document**



Read this document if your duties include installing and/or maintaining the Responder 5 Applications Suite.

### How to Use this Document

While this document can serve as an ongoing reference, it is best used to support specific installations. You can find that specific information beginning on the pages indicated below.

#### **General Installation Requirements**

You'll find General Installation Requirements beginning on page 12.

#### **Database Server Installation**

You'll find Database Server Installation details beginning on page 16.

#### **Application Server Installation**

You'll find Application Server Installation details beginning on page 22.

#### **Report Server Installation**

You'll find Reports Server Installation details beginning on page 33.

#### Upgrade, Configure, and Remove

You'll find details regarding Server Upgrade, Configuration, and Removal on the following pages: page 45 (upgrade), page 54 (configuration), and page 63 (removal).

## **Alerts, Precautions, and Limitations**



- ✓ Multiple versions of the R5 **cannot** co-exist on the Application Server; that is, all server and client components must be updated to the same T release and Service pack.
- ✓ Database server must be backed up before a software upgrade. The installer will attempt to backup the database if the database is upgraded or uninstalled.
- Database Servers must be installed (upgraded) before installing (upgrading) the Application Server.
- ✓ All active SQL connections must be stopped before upgrading the Database Server.
- ✓ Active clients must be stopped before upgrading the Application Server.
- Application and Database Servers must be on-line before you attempt to configure either the Server or Clients.
- In order for the R5 Applications to receive Nurse Call configuration, the facility name entered in the R5 Applications Manage Locations page must match the facility name entered on the R5 Configuration software home screen.

Туре	ld	Name 🔺	Description
F	1	Shaker Valley	Shaker Valley

🚧 Responder 5 Configuration Software - Regional Hospital
Screens Help
🖆   🛃   🥥
Software Version: 1.05
Facility Name: Shaker Valley

Figure 1: R5 Applications Facility Name

Figure 2: R5 Configuration Facility Name

✓ In order for the PC Console application to "see" staff and patients, the PC Console names should match the unit/team names found in the R5 Configuration.

#### KI-22411 Responder 5 Applications—Installation

Create	New Zone		
tingZones			Console / Staff Terminal Identification
one Name	Is Unit	ls Team	Area: 1 Vame: ONC V Dial 910 V
I		~	, Number: ,
de Blue		<b>v</b>	Change This Device's Identification Data
/S	~		
:U	<b>v</b>		Device Information
IC .	<b>v</b>		Device Type: Console 🔽
eds	Г		
			C Responder Console 📀 PC Console

- Review <u>Appendix B</u> regarding nurse call dependent application data. Do not use the R5 Configurator to delete any Nurse Call data that is currently in use in the application database. Doing so may corrupt the Nurse Call Application Database.
- ✓ If your R5 Configurator Nurse Call configuration download generates errors from the Application Server (as a result of deleting a bed with patients or staff assignments, for example), correct these errors and repeat the download. See <u>Appendix B</u> for details.
- ✓ After every successful download, we recommend copying the nurse call configuration (.R5c file) to the RGS and backing up the application database on a nightly basis. Discuss the backup procedures with the IT administrator.
- ✓ Always review the R5 Application software release-specific notes for special instructions. Release notes can be found in the root folder of the distribution media.
- ✓ Always confirm that the Servers start in the following order: 1) Database, 2) Application, 3) Responder Gateway (RGS), and 4) Reports.
- ✓ Confirm site licensing before installing any licensed component (Staff Assignment, PC Console, or Reports Manager).
- ✓ Confirm the presence of the T14 version of the Database and Application Server software prior to installing the Report Server.

**Revision History** 

This is the "I" revision of this document. Its contents are based on installing and employing the "T14" software version. We've updated all relevant screen captures and made too many changes to document here.

## **2: System Overview and Requirements**

The Responder 5 application software works with the Responder 5 Nurse Call system and the Responder 5 integration packages to provide a feature-rich and user-friendly interface for nursing staff.



Figure 3: System Overview

The Responder 5 software suite includes an installation program that installs multiple servers and a single bundled client suite. The client applications would typically run on workstations in the nursing unit, while the Server components would typically be installed in the facility data center. The following section provides a brief description of the client and server components.

#### **Responder Application Server (RAS)**

The Application Server provides a shortcut to the R5 Application modules and the following services:

- ✓ Time-based event scheduler
- ✓ Nurse Call event processor
- ✓ Staff Coverage engine
- ✓ Historical Events engine
- ✓ Text Messaging engine
- ✓ System Diagnostic application

#### **Responder Database Server (RDS)**

The Responder Database Server provides:

- ✓ Two relational Microsoft SQL server databases
- ✓ Stored procedures (logic) for displaying/updating client applications data
- Interface to the R5 ADT Integration Engine
- ✓ Interface to the R5 RTLS Integration Engine
- Repository for storing application configuration
- ✓ Repository for storing diagnostic information

#### **Responder Reports Server (RRS)**

The Responder Reports Server provides:

- ✓ A dimensional Microsoft SQL server database
- ✓ Stored procedures (logic) for displaying data on report-enabled clients

#### **Responder 5 Applications Suite Clients**

The Responder 5 Applications Suite is comprised of four (4) user modules: Staff Assignment, My Profile, PC Console and Reports Manager—and one administrative module (Administration).

#### A a da Marina Marin Ana da a

#### **My Profile**

The My Profile module allows a staff member to change duty status, associate with one or more annunciating devices, associate with a badge for real-time location, and select (or modify) bed coverage.

#### Staff Assignment

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The Staff Assignment module allows a staff member with the requisite permissions to pre-assign caregivers to patient rooms, expediting the staff sign-in process from any LAN-enabled PC.

#### PC Console

The PC Console module allows a staff member to view Nurse Call activity (staff disposition, pending calls, service requirements, etc.) on any display(s) connected to a LAN-enabled PC. If associated with a Nurse Console, it will also allow its user to engage (collaborate) all console-supported functions other than direct audio communication—which requires the use of the Nurse Console's handset or Push-to-Talk (PTT) feature.



#### Administration

The Administration module allows an administrator to configure Application Setup, Devices, Facility Settings, Locations, Role-Based Security, Text Messaging, Users, View Access Groups, and Workstations.

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#### **Reports Manager**

The Reports Manager allows a user to generate and view 12 types of reports:

- ✓ Device Activity
- ✓ Exception
- ✓ Hourly Activity and Response
- ✓ Hourly Patient
- ✓ Patient Activity
- ✓ Staff Coverage
- ✓ Staff Productivity
- ✓ Staff Response
- ✓ Staff Status
- ✓ Staff Time In Room
- ✓ Unit/Room Activity
- ✓ Unit Overview Report

# **3: General Installation Prerequisites**

There are five (5) steps in the general pre-installation process.

#### **Step 1: Document Network Addressing**

Server	Name	IP Address	Username	Password
RGS	R5rgs.site.com			
Application Server	R5ras.site.com			
Database Server	R5rds.site.com			
Reports Server	R5rrs.site.com			
Integration Server	R5ris.site.com			

A Gather the names and IP addresses of the various Responder 5 servers:

#### Table 1: Network Addressing Fill-in Table

- ➤ We strongly recommend that you use the suggested server names. Should it ever be necessary doing so will streamline system troubleshooting.
- Additionally, we strongly recommend using a domain account to login to the servers and client workstations; doing so eliminates the need to provide permissions to non-domain users.

#### Step 2: Setup Remote Access

A Establish remote access to the servers identified in <u>Step 1</u>.

- > This is essential to troubleshoot installation or operational problems remotely.
- We strongly recommend you establish remote access via software VPN to the site (using a web browser). If web-based remote access is not available, use VPN access via a desktop client (Cisco VPN Client, for example).



You may establish Remote Access using any number of VPN clients and configurations. Consult site personnel about their Remote Access preferences.

#### Step 3: Confirm Hardware/Software/Remote Access Requirements

- A Confirm that Server/Client Hardware/Software meet Rauland-Borg minimum specified requirements.
  - Confirm, too, that the application, reports, and integration servers are setup for remote desktop access. Because guidelines change, we strongly recommend that you consult the most recent version—available through Rauland-Borg Technical support:



Figure 4: http://www.rauland.com/contactus.cfm

#### **Server Compliance**

You can confirm server compliance by logging on the console connected to the server. Optionally, you can do the same using the Microsoft remote desktop client on your local workstation; that is, if the workstation can login to the servers using remote desktop. Once remote desktop access is confirmed, you should login into each server and confirm that the servers adhere to the specified server (hardware and software) guidelines.

Additionally, confirm that the site has received the Client Workstation specifications. Once the server and client workstation requirements have been verified, you are ready to install software

#### Step 4: Setup Message Queuing (RGS)

Set up message queuing on the RGS as explained in Setup Application Server Message Queuing.

# 4: Basic Initial Installation, An Overview

Once you've confirmed that you've met all of the installation prerequisites, you are ready to begin installation. You have two (2) installation options, typical and custom. Unless you have specific reason not to, we strongly recommend engaging in a typical install, which allows you to modify **select**, but not **all** Database, Server, Client, and Diagnostics settings. Uneditable settings in the typical install are grayed out:

6	Configure Client Specify necessary elements		If you must edit a field that's graved out use
Share name:	\\CPSDESSDEMO\ r5di	ent	the Custom Install.
Shortcut name:	Resp	oonder5 Client.lnk	
CAS-command file:	casp	ol.cmd	

Figure 5: Basic Install Example

You'll find the Custom Install options box on the Component Selection page:

🎁 Re	ponder5 AppSuite Setup 2.1030
Ī	What do you want to do? Choose an action. Some actions may be unavailable, depending on the components that you already have installed.
۲	Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.
C	Upgrade Update individual components to more recent versions,
0	Configure Set-up connection strings, service user accounts, message queues, etc.
0	Remove Completely uninstall selected components from your system,
0	Add / Change License Key Add new license key or change existing license key to new license key.
	Type: Typical
Relea Distril	e 2014 Q1 < Back Custom ution 2 Cose

**Figure 6: Component Selection** 

You'll find detailed field explanations and installation instructions in Appendix A, the <u>Custom</u> <u>Initial Installation</u> chapter.



- 1 You must run the installation program locally—**not over a network**; that is, you must launch the installer from the installation media or a folder on the machine you are configuring.
- 2 You must perform a new install/upgrade on the Database Server **before** installing/upgrading the Application Server.

## **5: Initial Database Server Installation**

In this chapter, you'll learn how to initially install the Database Server; that is, how to perform a "clean" Database Server installation. You must install the Database Server first.

In the chapter that <u>follows</u>, you'll then learn how to initially install the Applications Server; that is, how to perform an Application Server installation with the Database Server already in place.

In both instances, we'll illustrate how to engage in a "typical" installation. Should you see the Custom Install icon, you'll know that custom settings/entries are available:

**Custom Install Option** 

You can find custom installation instructions in Appendix A.

## **Preinstall Checklist: Database Server**

You must engage in the following three (3) Database Server pre-installation steps:

- 1. Enable TCP/IP protocol in the SQL Server configuration.
- 2. Allow local and remote connections using TCP/IP.
- 3 Confirm that the "SQL Server Browser" service is running.

### **Installation Steps: Clean Database Server Install**

The Database Installation installs the "App DB" and "Log DB" components:

```
App DB on ALPHAREPORTS03
Log DB on ALPHAREPORTS03
```

#### To Install the Database Server:

- 1 Locate and launch the installation file, Responder5.Setup.exe.
  - > The License Agreement will appear:

🗑 Responder5 AppSuite Setup 2.1030
License Agreement           Please review entire license agreement before proceeding.           Clicking [Next >] implies that you accepted these terms.
Software in Rauland-Borg Corporation's Responder 5 Products: The Responder 5 products from Rauland-Borg Corporation contain software (including firmware) originating from Rauland-Borg Corporation (the "Software," as further defined below). Any such Software is licensed under the following Rauland-Borg Software License Agreement. You may also be prompted to review and accept that Rauland-Borg Software License Agreement upon installation of the Software.
BY DOWNLOADING OR INSTALLING THE SOFTWARE, OR BY USING THE PRODUCT CONTAINING THE SOFTWARE, YOU ARE CONSENTING TO BE BOUND BY THE SOFTWARE LICENSE AGREEMENTS BELOW. IF YOU DO NOT AGREE TO ALL OF THESSE TERMS, THEN YOU MAY NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. YOU MAY RETURN UNUSED SOFTWARE (OR, IF THE SOFTWARE IS SUPPLIED AS PART OF ANOTHER PRODUCT, THE UNUSED PRODUCT) FOR A FULL REFUND UP TO 30 DAYS AFTER ORIGINAL PURCHASE, SUBJECT TO THE APPLICABLE LIMITED PRODUCT WARRANTY AND RETURN PROCESSES AND POLICIES OF RAULAND-BORG.
Software Licenses:
Release 2014 Q1 Next > Close

Figure 7: License Agreement

- 2 Review and agree to the license agreement.
- 3 Click on Next.
  - > The Component Detection window will appear:



Figure 8: Component Detection

- 4 Click on Next.
  - > The Setup Options window will appear.
  - During the initial installation, your choice is limited to either the "Typical" or "Custom" Install options. During subsequent installations, the Upgrade, Configure, and Remove options will also be available.

Re	sponder5 AppSuite Setup 2.1030	
E	What do you want to do? Choose an action. Some actions may be unavailable, depending on the components that you already have installed.	
¢	Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.	
С	Upgrade Update individual components to more recent versions,	
0	Configure Set-up connection strings, service user accounts, message queues, etc. Type:	Custom
0	Remove Completely uninstall selected components from your system.	Custom
C	Add / Change License Key Add new license key or change existing license key to new license key.	
	Type: Typical	

**Figure 9: Setup Options** 

5 Click on Next.

...

> The "Which server do you want to install?" window will appear:

Responder5 AppSuite S	5etup 2.1030 📃 🗌 🗙
6	Which server do you want to install? Choose servers. Server may be unavailable, depending on the components that you already have installed.
Database server	
The database server h	nouses two databases (application and log).
Application server	
The application server	houses services, dient executables and the diagnostic application.
Destination Directory	C:\Program Files (x86)\Rauland-Borg\
	You can specify a custom location where components will be
	Installed.
□ Report Server	installed.
C Report Server	installed.
Report Server	Back Next Close

Figure 10: Server Selection

- > Your options are limited to:
  - Database server—which houses two databases (application and log).
  - Application server—which houses services, client executables, and the diagnostic application.
- 6 Uncheck the Applications Server box.
- 7 Click on Next.
  - > The System components requirements box will appear.

🎲 Responder5 AppSuite Set	tup 2.1030		
Б Б	stem components	requirements	
Windows Server 2008 R2 Servic installed	e Pack 1 Standard Ser	ver (64 bit)	
Windows Server 2008 R2 Service Pack 1 Standard Server (64 bit) installed Microsoft SQL Server 2008 R2 SP2 (64 bit) installed			
Release 2014 Q1 Distribution 2	< Back	Next >	Close

**Figure 11: System Components Requirements** 

The Configure Databases window will appear, bearing the following editable and fixed fields:

🏶 Responder5 AppSuite Setup 2.1030				
Configure Databases           Specify host server, DB-owner login to create databases, and app-login to connect to them at run-time.				
SQL Server name (including instance):       Detected version:         JS-R5DS01       Image: Comparison of the server serve				
Windows (integrated authentication):     SBP-RBDEV\jeffs				
O Standard (mixed mode), please enter:				
Application database:	r5app	🔽 Log database;	r5log	
Facility name:	MainFacility			
SQL-login to be used by R5 applications: r5_app				
Release 2014 Q1 Distribution 2	< Back	Next >	Close	

Figure 12: Configure Databases

- SQL Server Name, including instance: we recommend that you don't name the SQL Server instance. If you do name it, enter the name using the [server name]\[Instance name] format.
- Detected (SQL Server Name) Version: SQL Server 2008 Standard edition.
- Database owner SQL-login: limited to Windows (integrated authentication) and Standard (mixed mode). Windows integrated implies you would like to use a Windows account (user) to create the databases and own them; Standard (or mixed) mode implies that you want to use an SQL server account (user) to create the databases and own them;

```
Custom Install Option
```

• Application Database: during the basic install routine, the installer will install the "r5app" database—a relational SQL databases used to store application data—on the

Database Server. In the basic installation routine, you'll see, but not have access to, the Application database and database name options.

Custom Install Option

• Log database: Log database: during the basic install routine, the installer will install the "r5log" database—a relational SQL databases used to store diagnostic data—on the Database Server. In the basic installation routine, you'll see, but not have access to, the Log database and database name options.

• Facility name: Responder 5 only supports a single facility; the Facility Name appears in the Configuration Software and in the R5 Apps Facility Settings page (Administration Module):

🗲 Responder 5 Configuration Software - Regional Hospital
Screens Help
🚰   🛃   🞯
Software Version: 1.05
Facility Name: Shaker Valley
Facility Name
Choose Facility to edit settings: Mt. Prospect Medical Co

**Custom Install Option** 

• SQL-login to be used by R5 applications: administrative login account that is permitted to create and own databases; this account is used to update the database schema if the new version is different from the currently installed version. During the basic install routine, you'll see, but not have access to, the SQL-login or password options.

- 8 Click on Next.
  - The wizard will ask for confirmation if you do not change the default facility name (MainFacility); click No, and enter the facility name as defined in the HOME page of R5Ware configuration for the site.

🗊 Responder	5 AppSuite Setup 2.1030
6	Configure Databases Specify host server, DB-owner login to create databases, and app-login to connect to them at run-time.
SQL Server JS-R5DS	name (including instance): Detected version:
Database member o create ner	Responder5 AppSuite Setup 2.1030 (built 2014-Jan-31) id be a sion to
Wir C Sta	Are you sure you want to use default facility name?
I Applica Facility na	Yes No
SQL-login to	b be used by R5 applications: r5_app ***
Release 2014 ( Distribution 2	Q1 < Back Next > Close

Figure 13: Facility Name Warning

> The Summary window will appear:

🗑 Responder5 AppSuite Setup 2.1030		
6	Summary Review action summary before proceeding.	
[NSTALL Database server SQL Server: App DB: Log DB: DB-owner: Facility name: DB folder: VMSSQL\DATA\ app-login:	JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [r5ap] [rSlog] SBP-RBDEV\jeffs Washington River C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER r5_app	
Release 2014 Q1 Distribution 2	< Back Install Close	

Figure 14: Setup Summary

- 9 Click on Install.
  - > The progress window will appear, followed by the confirmation window:

🌍 Responder5 A	ppSuite Setup 2.1030		1
6	<b>Finish</b> Thank you for choosing Rauland-Borg! We look forward to help making your life a	an adventure	
Requested	action completed successfully!	View log	
This version of Re result in a violatio Database server	sponder 5 requires an activation code. Failure to enter n of the EULA.INSTALL	a license key will	Autor and a second a
SQL Server: App DB: Log DB: DB-owner: Facility name: DB folder: WSSQL\DATA\	JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [r5app] [r5log] SBP-RBDEV\jeffs Washington River C:\Program Files\Microsoft SQL Server\MSSQL10_50	MSSQLSERVER	And a second sec
Release 2014 Q1 Distribution 2		Close	

Figure 15: Confirmation Window

- > Should you wish, you may view the "log" from the confirmation window.
- 10 Click on Close.



Not able to configure a particular value? Perhaps you need to use the Custom Install routine.

# **6: Initial Applications Server Installation**

In this chapter, you'll learn how to initially and "typically" install the Applications Server **after** you have <u>installed the Database Server</u>.

When you see the Custom Install icon, you'll know that custom settings/entries are available:

**Custom Install Option** 

Should you wish to perform an initial installation of the optional Reports Manager, see <u>Report</u> <u>Server Installation</u>.

## **Preinstall Checklist: Application Server**

There are two (2) steps in the Application Server pre-installation process:

#### **Step 1: Setup Application Server Message Queuing**

Setup Application Server Message Queuing (Microsoft MSMQ) enables reliable communication between the RGS and the Application Server. Ensure that the following options are checked:

- Active Directory Integration
- Common

#### Step 2: Configure IIS to Use .NET 4.0

Use the Internet Information Services (IIS) Management tool to confirm the presence of "ASP.NET v4.0.30319." The diagnostic utility requires IIS to support the web service extension for .NET 4.0.

### **Installation Steps: Clean Applications Server Install**

The Application Server Installation installs the "Responder 5 Services," and "Responder 5 Client." And the "Responder 5 Diagnostics" components:



#### To Install the Applications Server:

- 1 Locate and launch the installation file, Responder5.Setup.exe.
  - > The License Agreement will appear:

Responder5 AppSuite Setup 2.1030	×
License Agreement Please review entire license agreement before proceeding. Clicking [Next >] implies that you accepted these terms.	
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Software Licenses:	•
Release 2014 Q1 Distribution 2 Close	

Figure 16: License Agreement

- 2 Review and agree to the license agreement.
- 3 Click on Next.

> The Component Detection window will appear:

	Responder5 AppSuite Setup 2.1030 Component Detection The following component and already exist or	on onents are included with this installer n this computer:	Included = version included with installer
	Component	Included Detected Installed	Detected = version
	App DB on JS-R5DS01		installed on the
	Log DB on JS-R5DS01	10 10 2/8/2014	Server
	3 Responder 5 Services	1.14.000	Installed = date
Component	😮 Responder 5 Client	1.14.000	installed
Status	Responder 5 Diagnostics	1.14.000	
	O Report DB	17	
	2 Package	12	
	2 Report	12	
	Responder 5 ADComponent	1.14.000	
-			
	Already latest Upgradeable	e 😮 Not detected	
	Release 2014 Q1 < Back Second Second S	Next > Close	

Figure 17: Component Detection

- 4 Click on Next.
  - > The Setup Options window will appear.
  - > During the initial installation, your choice is limited to either the "Typical" or "Custom" and "Remove" options. During subsequent installations, the Upgrade, Configure, and Remove options will be available.

🛜 Responder5 AppSuite Setup 2.1030	
What do you want to do?           Choose an action. Some actions may be unavailable, depending on the components that you already have installed.	
<ul> <li>Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.</li> </ul>	
<ul> <li>Upgrade</li> <li>Update individual components to more recent versions,</li> </ul>	
Configure     Set-up connection strings, service user accounts, message queues, etc.     Type: Cus     Set-up connection strings, service user accounts, message queues, etc.     Type: Cus     Set-up connection strings, service user accounts, message queues, etc.	stom
Completely uninstall selected components from your system. C Add / Change License Key Add new license key or change existing license key to new license key. Type: Typical	
Release 2014 Q1     < Back     Next >     Close	

**Figure 18: Setup Options** 

- 5 Click on Next.
  - > The "Which server do you want to install?" window will appear:

同 Responder5 AppSuite	Setup 2.1030
6	Which server do you want to install? Choose servers. Server may be unavailable, depending on the components that you already have installed.
Database server	
The database server	houses two databases (application and log).
Application server	
The application serve	r houses services, dient executables and the diagnostic application.
Destination Directory	C:\Program Files (x86)\Rauland-Borg\
	You can specify a custom location where components will be installed.
Report Server	
Release 2014 Q1 Distribution 2	< Back Next > Close

Figure 19: Server Selection

- In an initial install—with the Database Server already installed—your options are limited to:
  - **Application server**—which houses services, client executables, the diagnostic application, and AD Component.
  - **Destination Directory**—which allows you to specify a custom target for component installation.
- Note: you can only install the Report Server after you have installed the Database and Application Server.
- 6 Check the Applications Server box.
- 7 Click on Next.

> The System components requirements box will appear:

🏶 Responder5 AppSuite Setup 2.1030 📃 🗆 🗙		
System components requirements		
Windows Server 2008 R2 Service Pack 1 Standard Server (64 bit) installed MSMQ installed .NET Framework 4.0 installed IIS version 7 installed		
Release 2014 Q1     < Back		

Figure 20: System Components Requirements

- 8 Click on Next.
  - > The License Key window will appear:

ResponderS AppSuite Setup 2.1030	
License Key Please enter License Key before proceeding.	
Please enter License Key:	-
Skip Entering License Key	
Release 2014 Q1     < Back	e

Figure 21: License Key

8 Enter the license you've generated at the Rauland-Borg ROCO portal:

#### KI-22411 Responder 5 Applications—Installation



Figure 22: ROCO Portal

- > Check the "Skip Entering License Key" if you wish to enter the key later.
- 9 Click on Next.
  - > The "Which sub components do you want to install" window will appear, bearing no editable fields:

🌍 Responder5 AppSuite Sett	up 2.1030		
Whi c d	ich sub components do you want to install? Choose components. Some may be unavailable for chosen action, depending on the set that you already have installed.		
Responder5 Services v. 1. A set of Windows services integration with other pro	.14.000 s, which enable component inter-communication and iducts,		
Responder 5 Client v. 1. 14.000 A front-end application, which provides direct user interface into Responder 5 Suite.			
Responder 5 Diagnostics v. 1, 14.000 A web-site, which monitors health and state of different components and allows administering some of them.			
Responder 5 ADComponent v. 1. 14.000 A website that validates the R5 User against the Active Directory and synchronizes the R5 Client Users with Active Directory			
Release 2014 Q1 Distribution 2	< Back Next > Close		

Figure 23: Sub Component Window

- 10 Click on Next.
  - The "Connect to Databases" window will appear, bearing the following fixed an editable fields:
    - SQL Server Name, including instance: we recommend that you don't name the SQL Server instance. If you do name it, enter the name using the [server name]\[Instance name] format.
    - Detected (SQL Server Name) Version: SQL Server 2008 Standard edition.

Custom Install Option

**Application Database: during the basic install routine**, the installer will install the "r5app" database—a relational SQL databases used to store application data—on the Database Server. In the basic installation routine, you'll see, but not have access to, the Application database and database name options.

**Log database: Log database**: during the basic install routine, the installer will install the "r5log" database—a relational SQL databases used to store diagnostic data—on the Database Server. In the basic installation routine, you'll see, but not have access to, the Log database and database name options.

Custom Install Option

**Custom Install Option** 

**SQL-login to be used by R5 applications**: administrative login account that is permitted to create and own databases; this account is used to update the database schema if the new version is different from the currently installed version. During the basic install routine, you'll see, but not have access to, the SQL-login or password options.

🎁 Responder5 AppSuite Setup 2.1030 📃 🗖 🗙			
6	Connect to Database Specify host server,	25 and app-login to conr	nect to DBs at run-time.
SQL Server name (includ JS <del>-R5DS01</del>	ing instance):	Detected version:	18) SP2, Developer Edi
Application database:	r5app	Log database:	r5log
SQL-login to be used by	R5 applications:	r5_app	***
Release 2014 Q1 Distribution 2	< Back	Next >	Close

Figure 24: Connect to Databases Window

- 11 Click on Next.
  - > The Configure Server window will display, bearing the following editable and fixed fields:
    - Application Server (RAS) startup settings (Responder 5 Services Startup): options are limited to Automatic (recommended)—when Windows starts, the service will automatically start), Manual, and Disabled as Local System, Local Service, Network Service, and "this account." We strongly recommend keeping the default settings.

**Responder 5 Service Addresses (Hosts:Ports)** 

- Application Server (RAS): Hostname and port number of the Responder Application Server (RAS); this setting is used by the PC Consoles to connect to the Application Server; we strongly recommend setting the port number to 31000.
- Gateway Server (RGS): Hostname and port number of the Responder Gateway Server (RGS); this setting is used by the PC Consoles to connect to the RGS Server; we strongly recommend setting the port number to 30000.
- **Paging Service (PgS):** Hostname and port number of the Pocket Paging/Server; this setting is used by the Application Server to connect to the Pocket Page Server to sent text messages /system alerts to a TAP output we strongly recommend setting the port number to 5050.

**Custom Install Option** 

**Custom Install Option** 

**Custom Install Option** 

**MSMQ queue name**: the MSMQ name is used for communication between the RGS and the Application Server. The MSMQ service has to be installed for this setting to take effect. During the basic install routine, you'll see, but not have access to, the MSMQ queue name options. The first entry designates the queue as either "private" as illustrated or "public" (.\public\$\).

🎲 Responder5 AppSuite Setup 2.1030				
Configure Server Specify necessary elements				
Application server (RAS) startup settings:          Automatic*       as       LocalService*       Image: Completion         Image: Start services upon Setup completion				
Responder 5 service address	es (host:port)			
Application server (RAS):	JS-R5DS01	31000 🔦		
Gateway server (RGS):	R5RGS	30000		
Paging service (PgS):	R5RGS	5050		
MSMQ queue name:	.\private\$\ r5application			
Release 2014 Q1 Distribution 2	< Back Next >	Close		

Figure 25: Configure Server

- 12 Click on Next.
  - > The Configure Client window will appear, bearing fixed fields:
    - Share Name: the share name refers to the name of the share on the application to the folder where the application (client) software is installed. The client software is typically installed at C:\Program Files\Rauland-Borg\Responder5 Client. We recommend leaving the default Share Name. The client install folder has to be shared for this setting to take effect. During the basic install routine, you'll see, but not have access to, the Share Name field.

• Shortcut Name: the installation program will automatically create a shortcut to the client executable in the client installation folder during installation. This setting specifies the name of the shortcut. This shortcut can be copied to the desktop of every client PC that requires application access. We strongly recommend leaving the default Shortcut Name. During the basic install routine, you'll see, but not have access to, the Shortcut Name field.

• CAS-command File (Name): the installation program will automatically create a shortcut to a script file in the client installation folder. This script file allows client workstations to execute the Responder 5 application via a shortcut. This file must be executed on every client PC that will be used to execute the application as a shortcut. We strongly recommend leaving the CAS-command File as "caspol.cmd." During the basic install routine, you'll see, but not have access to, the CAS-command File Name field.

🎲 Responder5 AppSuite Se	tup 2.1030	
со Тобо	<b>nfigure Client</b> Specify necessary element	s
Share name:	\\JS-R5DS01\ r5d	ient
Shortcut name:	Res	ponder5 Client.Ink
CAS-command file:	cas	pol.cmd
<ul> <li>Notes on files in R5 Client</li> <li>Shortcut to R5 Client sho R5 Client is intended to be r location.</li> <li>CAS-command file must l running the Client. This .cm allowing execution of .NET p</li> </ul>	nt share: build be copied to each mach un. It can be placed on the pe executed on each machin d adds R5 Client share to lo programs from that network	ine (except hosting server) where Desktop or any other convenient ne (except hosting server) prior to cal Code Access Security policy location.
Release 2014 Q1 Distribution 2	< Back	Next > Close

Figure 26: Configure Client

13 Click on Next.

> The Configure Diagnostics window will appear, bearing the following fixed fields:

**Custom Install Option** 

**Custom Install Option** 

• Share on web-site: this field configures which Internet Information Server (IIS) is used to install the diagnostic website. During the basic install routine, you'll see, but not have access to, the Share on web-site field.

• Virtual folder name: this field configures the name of the virtual folder on the IIS website. During the basic install routine, you'll see, but not have access to, the Virtual folder name field.

Custom Install Option 01

**Shortcut name**: this field configures the name of the shortcut that the installer will place on the desktop of the application server. This shortcut will point to the Internet Explorer executable and open the diagnostic website when launched. During the basic install routine, you'll see, but not have access to, the Shortcut Name field.

🗑 Responder5 AppSuite Setup 2.1030				
а []	onfigure Diagnostics Specify necessary elements			
Share on web-site:	[1] Default Web Site :80: (Started)	7		
Virtual folder name:	http://js-r5ds01:80/ r5diag			
Shortcut name:	Responder 5 Diagnostics.url			
Using IIS Manager verify that local IIS can host ASP.NET 4.0 applications: I. If not already available, add 'ASP.NET v4.0' web-service extention, and allow it. Required file is <%windir%/Microsoft.NET/Framework/v4.0.30319/aspnet_isapi.dll>. 2. Prohibit other ASP.NET web-service extention (unless it is needed for other applications). 3. Upon Setup completion confirm that proper ASP.NET version (4.0.30319) is selected for R5 web-app.				
Release 2014 Q1 Distribution 2	< Back Next > Close	se		

Figure 27: Configure Diagnostics

14 Click on Next.

The Configure AD (Active Directory) Component window will appear, bearing the following fixed fields. (The AD web site validates the R5 user against and synchronizes R5 client users with the Active Directory.)

Server (IIS) is used to install the Active Directory website. During the basic install

**Custom Install Option** 

**Custom Install Option** 

**Custom Install Option** 

routine, you'll see, but not have access to, the Share on web-site field. **Virtual folder name**: this field configures the name of the virtual folder on the IIS website. During the basic install routine, you'll see, but not have access to, the Virtual folder name field.

• Share on web-site: this field configures this field configures which Internet Information

• Shortcut name: this field configures the name of the shortcut that the installer will place on the desktop of the application server. This shortcut will point to the Internet Explorer executable and open the Active Directory component website when launched. During the basic install routine, you'll see, but not have access to, the Shortcut Name field.

🌍 Responder5 AppSuite Setup 2.1030 📃 🗌 🗙				
Cor S	figure AD Component Specify necessary element	s		
Share on web-site: Virtual folder name: Shortcut name: Using IIS Manager verify 1. If not already available, ar Required file is <%windir%\V 2. Prohibit other ASP.NET we 3. Upon Setup completion cor R5 web-app.	[1] Default Web Site :80: http://js-r5ds01:80/ ADC Res that local IIS can host ASI dd 'ASP.NET v4.0' web-ser ficrosoft.NET v4.0' web-ser ficrosoft.NET v4.0' web-ser ficrosoft.NET v4.0' web-ser firm that proper ASP.NET	(Started) ConnectorWebSei ponder5 ADComp P.NET 4.0 applica vice extention, ai v4.0.30319\aspn: s it is needed for version (4.0.303	vice ponent.url tions: nd allow it. et_isapi.dll>. other applications). 19) is selected for	
Release 2014 Q1 Distribution 2	< Back	Next >	Close	

Figure 28: Configure AD Component

- 15 Click on Next.
  - > The Summary window will appear:

🗑 Responder5	AppSuite Setup 2.1030	_ 🗆 ×
6	Summary Review action summary before proceeding.	
INSTALL		<b>_</b>
Application serve	er	
Responder5 Ser Responder5 Clie Responder5 Dia Responder5 ADO	vices v. 1. 14.000 nt v. 1. 14.000 gnostics v. 1. 14.000 Component v. 1. 14.000	
SQL Server:	JS-R5DS01	
Ann DR.	10.50.4000.0 (2008) SP2, Developer Edition (64-bit)	
Log DB:	[r5log]	
DB-owner:	SBP-RBDEV\jeffs	
Facility name:	Washington River	
app-login:	r5_app	
Start services A Start services up	utomatic* as LocalService* oon Setup completion: True	•
Release 2014 Q1 Distribution 2	< Back Install (	Close

Figure 29: Setup Summary

- 16 Click on Install.
  - > The progress window will appear:

📅 Responder5 AppSuite Setup 2.1030	. 🗆 🗙
Sit back, relax, and enjoy the ride!           Please wait while we make the changes that you requested from dream into reality.	
• Installing Server	
Responder5 Services	<u> </u>
Please wait while Windows configures Responder5 Services	
Time remaining: 0 seconds	
	T
Release 2014 Q1 Distribution 2	

Figure 30: Progress Window

> The confirmation window will appear:

🎲 Responder5 /	AppSuite Setup 2.1030	_ 🗆 ×
6	<b>Finish</b> Thank you for choosing Rauland-Borg! We look forward to help making your life an adventu	ıre
Requested     Requeste	action completed successfully!	View log
INSTALL Application serve Responder5 Serv Responder5 Clier Responder5 Diag Responder5 ADC	r ices v. 1. 14.000 it v. 1. 14.000 nostics v. 1. 14.000 omponent v. 1. 14.000	
SQL Server: App DB: Log DB: DB-owner: Facility name: app-login:	JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [r5app] [r5log] SBP-RBDEV\jeffs Washington River r5_app	T
Release 2014 Q1 Distribution 2		Close

Figure 31: Confirmation Window

17 Click on Close.



Not able to configure a particular value? Perhaps you need to use the <u>Custom Install routine</u>.

## 7: Report Server Installation

This chapter details the steps necessary to install the optional Reports Server. (The Report Server allow the use of the Reports Manager, one of four [4] user modules that comprise the Responder 5 Application Suite [PC Console, Staff Assignment, and My Profile being the others]. It allows a user to generate and view twelve (12) types of customizable reports:

Reports Nurse Call -	
Public Repo	rts (12)
Report Title	Last Generated
Device Activity Report	5/17/2012 9:57 AM 🗍
Exception Report	2/6/2013 3:02 PM ≡
Hourly Activity and Respo	7/17/2012 3:29 PM U
Hourly Patient Report	
Patient Activity Report	8/30/2012 11:51 AM
Staff Coverage Report	5/24/2011 1:07 PM
Staff Productivity Report	11/8/2012 10:48 AM
Staff Response Report	7/25/2012 12:37 PM 🔁

Figure 32: Reports Manager Public Reports

### **Preinstall Checklist**

In order to properly install the Reports Managers' modules, you must engage the SQL DBA prior to the installation of the Rauland Reports Manager software. The SQL Server team should prepare the server environment in line with Microsoft documented best practices. Our product was designed with those considerations in mind.

The SQL DBA will need to insure the following five (5) pre-installation steps have been performed after the installation of SQL on the RRS. A successful deployment will involve confirmation of these steps prior to the installation of the Rauland Reports Manager software. Further details regarding how to confirm specific SQL settings can be obtained directly through Microsoft:

#### **Step 1: Document Network Addressing**

Confirm that the optional Reports Manager module has been purchased and that matching versions of RDS and RAS have been properly installed.

#### Step 2: Document Network Addressing

A Gather the names and IP addresses of the various Responder 5 servers:

IP Address	Instance Name	Database Name	Username	Password
	R5rds.site.com	Database Server		
	R5rrs.site.com	Reports Server		

 Table 2: Reports Manager Server-Specific Details...

- ➤ We strongly recommend that you use the suggested server names. Should it ever be necessary, doing so will streamline system troubleshooting.
- Additionally, we strongly recommend using a domain account to login to the servers and client workstations; doing so eliminates the need to provide permissions to non-domain users.

#### Step 3: Validate Microsoft SQL Server 2008 Installation

**Note:** if the Microsoft SQL Database Engine has been installed as a Default Instance, and the Reporting Services were configured during the SQL install wizard to "Install the Native Mode Default Configuration," the following checks performed in Step 3 and 4 should be correct. The specific items that impact the RRS are detailed below.

The Reporting package uses Integration and Reporting services in addition to standard SQL Server 2008 Database Engine and SQL Agent; SQL Server 2008 must be correctly installed and configured by a SQL Server Database Administrator, as described below:

- a. Confirm that SQL Server, SQL Server Agent, SQL Server Integration Services 10.0 and SQL Server Reporting Services are installed and started via the SQL Server Configuration Manager program.
- b. Confirm that the TCP/IP protocol has been enabled and configured in the SQL Server Configuration Manager program (Must be configured as a Static Port since Dynamic Ports are not supported) to allow TCP/IP communications.
- c. Confirm that the Database Instance allows SQL Server and Windows Authentication in the Security tab of the Server Properties tab from within SQL Server Management Studio.

#### **Step 4: Confirm the SQL Reporting Services Configuration**

In order to install and use the Reports Manager application, the Reporting Services Configuration utility can be used to confirm the Reports Server Configuration. Verification should be done by a trained SQL Database Administrator.

Configuration confirmation steps include checking the Service Account, Web Service URL and Report Manager URL:

- a. Verify in Service Account that the current Service Account has the necessary permissions to access all system resources used by SQL Reporting Services.
- b. Verify in Web Service URL that Report Server Virtual Directory is configured to use the name "**ReportServer**," IP Addresses are set to "**All Assigned (Recommended)**," TCP Port is set to "**80**" and SSL Certificate is "(**Not Selected**)."
- c. Verify in Report Manager URL that the Virtual Directory is set to "Reports."

#### **Step 5: Confirm Website Status**

In order to install and use the Reports Manager application, the Web Service must be ready to use the Reports web site.

#### **To Confirm Website Status**

- 1. Launch Internet Explorer from the RRS.
- 2 Attempt to access the Reports Manager using the following URL:
  - http://{Servername}/Reports—where you replace "Servername" with the correct Server Name:
  - ▶ http://127.0.0.1/Reports

🖉 Report Manager - Windows Internet Explorer					
🚱 🕤 👻 http://scr5rrs/reports/Pages/Folder.aspx	X Live Search				
Elle Edit View Favorites Iools Help					
😪 🏟 🎉 Report Manager	🏠 🔹 🔊 👻 🖶 🔹 🔂 Page 🔹 🎯 Tools 🔹 🎽				
Home   M	V Subscriptions   Site Settings   Help 🛌				
Home Se	arch for: Go				
Contents Properties					
🛁 New Folder 🛛 🎭 New Data Source 🚽 Upload File  🔛 Report Builder	📰 Show Details				
here are no items in Home. Click Help for more information about this page.					
	<u> </u>				
	Nocal intranet 🔍 100% 👻 🥢				

Figure 33: SQL Server Reporting Services Page

#### Step 6 (Optional): Configure for Clustered Environments

If you are installing Reports Server in a clustered environment, make sure to:

- 1 Add an environment variable to your Cluster Servers: SSISRMDW\_ConnectionString= Provider=SQLNCLI10.1;Data Source=sqlserver\instance,port; Persist Security Info=True;Password=rauland;User ID=r5\_admin;Initial Catalog=RMDW; and
- 2 Map the drive letters used by the RRS clustered database instance to the same drive letters on the Reporting Server that is running the install.
  - ➤ For example: if SQLCSTRV03\SQLINST03 is using u:\ for all SQL data, you would map a u:\ drive on my RRS to \\sqlcstrv03\u\$.

### **Installing the Report Server**

Once you've confirmed that you've met all of the Report Server installation prerequisites, you are ready to begin installation. You have two (2) installation options, typical and custom. Unless you have specific reason not to, we strongly recommend engaging in a typical install, which allows you to modify **select**, but not **all** settings. Uneditable settings in the typical install are grayed out.



- 1 You must run the installation program locally—**not over a network**; that is, you must launch the installer from the installation media or a folder on the machine you are configuring.
- 2 You must perform a new install/upgrade on the Database Server **before** installing/upgrading the Application Server.

The Report Server Installation installs three (3) databases (clone, stage and warehouse) and report definitions (templates) on the Reports Server and the Report Generator Forms on the Application Server:

Report DB on ALPHAREPORT503
 Package on ALPHAREPORT503
 Report on ALPHAREPORT503

#### **Special Instructions: Clustered Environment**

If you are installing Reports Server in a clustered environment, keep the following in mind:



- 1 The Reports server requires a separate SQL Server instance for its reporting databases and creates a replication subscriptions with the Database Server.
- 2 The Reports Server requires you install a separate Server to run SQL reporting services unless you are able to cluster SQL reporting services and SQL integration services.
  - Rauland had tested RRS with Reporting Services installed on a standalone SQL Server with the reporting databases on the clustered instance. The RRS requirement will be SQL reporting services and Integration services. Once these services are installed, you must configure SQL reporting services with the default virtual directories (Reports and Reports Server), but point all databases to the second SQL instance.

#### To Install Applications Suite Components (Typical):

- 1 Locate and launch the installation file, Responder5.Setup.exe.
  - > The License Agreement will appear:
| 🏶 Responder5 AppSuite Setup 2.1030  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| License Agreement           Please review entire license agreement before proceeding.           Clicking [Next >] implies that you accepted these terms.  |  |  |  |  |  |  |
| Software in Rauland-Borg Corporation's Responder 5 Products: The Responder 5 products from Rauland-Borg Corporation contain software (including firmware) originating from Rauland-Borg Corporation (the "Software," as further defined below). Any such Software is licensed under the following Rauland-Borg Software License Agreement. You may also be prompted to review and accept that Rauland-Borg Software License Agreement upon installation of the Software.  |  |  |  |  |  |  |
| BY DOWNLOADING OR INSTALLING THE SOFTWARE, OR BY USING THE PRODUCT<br>CONTAINING THE SOFTWARE, YOU ARE CONSENTING TO BE BOUND BY THE SOFTWARE<br>LICENSE AGREEMENTS BELOW. IF YOU DO NOT AGREE TO ALL OF THESE TERMS, THEN YOU<br>MAY NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. YOU MAY RETURN UNUSED<br>SOFTWARE (OR, IF THE SOFTWARE IS SUPPLIED AS PART OF ANOTHER PRODUCT, THE<br>UNUSED PRODUCT) FOR A FULL REFUND UP TO 30 DAYS AFTER ORIGINAL PURCHASE,<br>SUBJECT TO THE APPLICABLE LIMITED PRODUCT WARRANTY AND RETURN PROCESSES AND<br>POLICIES OF BAULAND. POPC |  |  |  |  |  |  |
| Software Licenses:  |  |  |  |  |  |  |
| Release 2014 Q1 Next > Close  |  |  |  |  |  |  |

Figure 34: License Agreement

- 2 Review and agree to the license agreement.
- 3 Click on Next.
  - > The Component Detection window will appear:



Figure 35: Component Detection

- 4 Click on Next.
  - > The Setup Options window will appear:

🎲 Responder5 AppSuite Setup 2.1030
What do you want to do?           Choose an action. Some actions may be unavailable, depending on the components that you already have installed.
<ul> <li>Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.</li> </ul>
<ul> <li>Upgrade Update individual components to more recent versions.</li> </ul>
<ul> <li>Configure Set-up connection strings, service user accounts, message queues, etc.</li> </ul>
C Remove Completely uninstall selected components from your system.
<ul> <li>Add / Change License Key Add new license key or change existing license key to new license key.</li> </ul>
Type:
Release 2014 Q1     < Back

Figure 36: Setup Options

- 5 Select Install.
- 6 Click on Next.
  - > The "Which server do you want to install?" window will appear:
  - > Only the Report Server option is available:

🌍 Responder5 AppSuite S	ietup 2.1030 💶 🗵 🗙
6	Which server do you want to install? Choose servers. Server may be unavailable, depending on the components that you already have installed.
Database server     The database server h     Application server     The application server	iouses two databases (application and log),
Destination Directory	C:\Program Files (x86)\Rauland-Borg\          You can specify a custom location where components will be installed.
Release 2014 Q1 Distribution 2	< Back Next > Close

Figure 37: Server Selection

- 7 Select Report Server.
- 8 Click on Next.
  - > The System components requirements window will appear:

🌐 Responder5 AppSuite Set	tup 2.1030		
Sy Sy	stem components	requirements	
Windows Server 2008 R2 Servic installed	e Pack 1 Standard Ser	ver (64 bit)	
Microsoft SQL Server 2008 R2 S installed	P2 (64 bit)		
Replication installed			
SQL Server 2008 R2 SP2 Repor installed	ting Services		
SQL Server 2008 R2 SP2 Integr installed	ation Services		
Release 2014 Q1 Distribution 2	< Back	Next >	Close

Figure 38: System Components Requirements

- 9 Click on Next.
  - > The "Configure Databases" window will appear; these databases store reporting data and query information required by the Reports Client:

🛱 Responder5 AppSuite Setup 2.1030									
Configure Databases Specify host server, DB-owner login to create databases, and app-login to connect to them at run-time.									
SQL Server name (including instance): Detected version:           DS-R-5IS01 <ul> <li>Image: SQL Server name (including instance): Detected version:</li> <li>Image: SQL Server name (including instance): Detected version: Image: SQL Server name (including instance): Image: SQL Server name (including instance): Detected version: Image: SQL Server name (including instance): Image: SQL Server name (i</li></ul>									
Database owner SQL-login (this account must have access to [master] database, and be a member of 'dbcreator', 'serveradmin' or 'sysadmin' fixed server roles to have permission to create new and drop existing DBs):									
Windows (integrated)	authentication):	SBP-RBDEV\jeffs							
Standard (mixed model)	e), please enter:	sa							
Report database:	RMDW	R5CloneDb	RMDWStage						
SQL-login to be used by R5 applications: r5_rpt ***									
Release 2014 Q1 Distribution 2	< Back	Next >	Close						

Figure 39: Configure Databases

- > The following information is required to configure the SQL Server on the Reports Server:
  - SQL Server Name (including instance): Server\instance name of the Reporting Server.
  - **Detected version**: the version of SQL Server on the Reports Server, which is automatically detected by the installer. (The Reports Manager has been tested with the Microsoft SQL Server 2008 Standard edition).
  - Standard (mixed mode), please enter: the user name/password of the SQL user with permission to create the Reporting Database on the Reports Server.
  - **Reports database**: the name of the default Reports Database (RMDW).

- **SQL-login to be used by R5 applications**: the user name/password is used by the Reports Manager client to connect to the Reports Server to run reports.
- 10 Click on Next.
  - > The "Source Database for Replication" window will appear.

Responder5 AppSuit	e Setup 2.1030							
Source Database for Replication Specify replication DB related information.								
<u>S</u> QL Server name (inclu js-r5ds01	uding instance):	Detected version:						
Database:	r5app							
Release 2014 Q1 Distribution 2	< <u>B</u> ack	Next >	Close					

Figure 40: Source Database for Replication

- > The following information is required to configure Setup replication with the Database Server:
  - SQL Server name (including instance): Server\instance name of the Database Server.
  - **Detected version**: the version of SQL Server on the Database Server, which is automatically detected by the installer. (The Reports Manager has been tested with the Microsoft SQL Server 2008 Standard edition).
  - **Database**: the name of the database on Database Server ("r5app," by default).
  - User: the username of the SQL user on the Database Server with sysadmin permissions to initiate replication.
  - **Password**: the password of the SQL user.
- 11 Click on Next.
  - > The "Configure Reports Server" window will appear.

🌐 Responder5 AppSuit	e Setup 2.1030	
6	Configure Report Server Configure report server host and port information.	
Report Host: Report Port:	http://JS-R5IS01:80 [JS-R5IS01 80	
Release 2014 Q1 Distribution 2	< Back Next > Clos	e

Figure 41: Configure Report Server

- > The following information is required to further configure the Reports Server:
  - **Report Host**: the Name of the URL that is used to access the Reporting Services web page (default is http://server name)
  - **Report Port**: the TCP port number that IIS is listening on to serve requests for the Reporting service web page. The default is 80. Do not change unless necessary.

### 12 Click on Next.

> The "Summary" window will appear:

1	🕽 Responder5 Ap	ppSuite Setup 2.1030	_ 🗆 X
	6	Summary Review action summary before proceeding.	
	INSTALL Report Server SQL Server: Report DB: DB-owner: DB folder: VMSSQL DATA\ app-login:	JS-R5IS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [RMDW] SBP-RBDEV\jeffs C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER r5_rpt	
	Release 2014 Q1 Distribution 2	< Back Install Close	

Figure 42: Summary

- 13 Click Install if you are satisfied with the details.
  - > The installation status windows will appear:



Figure 43: Installation Status

> The Finish confirmation will appear:



**Figure 44: Finish Confirmation** 

14 Click on Close.

### **Post-Install Checklist: Reports Manager**

It is important that the SQL DBA team manages and proactively monitors the RRS environment following Microsoft best practices for SQL administration and maintenance. The specific Rauland monitor touchpoints are identified in HAN0092 R5 Server Management application note. Failure to perform this maintenance can result in an inoperable system and inability of users to generate reports.

Additionally, In a process that could take 120 minutes or longer (depending upon activity since the system was first installed), and during which it remains inoperable, the Reports server migrates the Reporting database with staff, patient, call, and other histories migrated from the Database server.

Should the migration yield errors, they need to be corrected immediately.

### **To Check Migration Status:**

- 1 Navigate to the diagnostic website home page.
  - > The address is recorded on the Configure Diagnostics window ("Virtual folder name").

🇊 Respon	ider5 AppSuite Sei	tup 2.1030		_ 🗆 🗙
6	۵۵ (	nfigure Diagnostics Specify necessary eler	nents	
Share o	on web-site:	[1] Default Web Site	:80: (Started)	<b>•</b>
Virtual	folder name:	http://js-r5is01:80/	r5diag	
Shortcu	ut name:		Responder 5 Diagnos	tics.url
Us 1. If no Require 2. Prof 3. Upor R5 web	ing IIS Manager verif ot already available, a ed file is <%windir%\ nibit other ASP.NET w n Setup completion co p-app.	y that local IIS can hos add 'ASP.NET v4.0' wet Microsoft.NET\Framew eb-service extention ( onfirm that proper ASP	t ASP.NET 4.0 applica o-service extention, ar ork\v4.0.30319\aspnc inless it is needed for NET version (4.0.303	tions: nd allow it. et_isapi.dll>. other applications). 19) is selected for
Release 20 Distribution	014Q1 n 2	< Back	Next >	Close

Figure 45: Configadure Diagnostics

2 Enter a valid username and password:

Responder5 Diagnostics - Windows Internet Explored n - P	Remote Session *
Image: State of the state of	irl=%2fr5di 🔽 🗟 🍫 🗙 🍋 Bing
e <u>E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	
🛛 🗚 🍘 Suggested Sites 🔹 🖉 Web Slice Gallery	
Sesponder5 Diagnostics	🐴 🔹 🗔 👻 🖃 🖶 👻 Bage 👻 Safety 👻 Tools 👻 🔞
Responder	5 Diagnostics
I I I I I I I I I I I I I I I I I I I	Please enter your login name: Please enter your password:
ок	Clear Change Password
Copyright © 2008, Raular	nd-Borg Corporation - Version=1.1117.3673.27038

Figure 46: Diagnostics Top Site

> By default, the Username is "admin," the password is "123456" (no quotation marks).

3 Click on the OK button.

> The Responder 5 Diagnostics page will appear:

🤗 Responder5 Applica	tion Diagnostics - Windows I	nternet Explorer			- 2 %		
x 🚺 🔹 💽 🔹 👘 🖓 🐨 🔍 🐨 🖓 🕹 Search 🖗 🕼 Bookmarks + 🗆 Settings + 👖 Alth Access 🖉 🖙 HP Solutions + 🍓 HP Free Templates + 🧑 HP Partner Deals - + 😒 Mail - + 🐼 My Yahool - + 🖏 Answers - + 🗍 Anti							
🖕 Favorites 🛛 🎪 💋	Getting Started Guide for	😽 banshee-wiki - Google Se 🥫 V	ideatives See V	What Chil 🔏 Suggested Sites 🔻 👩 Get More Add-ons 👻			
CResponder5 Applica	ation Diagnostics			🛅 🔻 🔂 👻 🖃 🖶 Page 🕶 S	afety 🔻 Tools 🔻 🔞 🕶		
Configure	Troubleshoot	Manage Report					
System Status	Interface Status						
	Name	Uptime	Status	Description	Action		
SysEvent Log	RGS		•	Status of link to Responder5 Gateway Server	Refresh		
BB Config Log	ADT		8	Status of link to Responder5 Integration Server(ADT)	Refresh		
DD coning Log	DB		9	Status of link to Responder5 Database Server	Test		
System Tables	RTLS		<b>a</b>	Status of link to Responder5 Integration Server(RTLS)	Refresh		
	RMDW		<b>e</b>	Status of link to Responder5 Reporting Database Server	Test		
Census View	RMDW ETL Load		<b>a</b>	Status of Responder5 RMDW ETL job activity	Refresh		
ADT Activity	Service Status						
	Name	Uptime	Status	Description	Action		
Staff Coverage	RB-IPComm	12d 00:57:06.453	<b>a</b>	Status of Responder5 service(on application server) that enables clients to communicate with application server	Stop		
DI I Versiana	RB-MessageProc	12d 00:57:02.484	<b>a</b>	Status of Responder5 service(on application server) that processes nurse call events	Stop		
DEL Versions	RB-SchEvent	12d 00:56:59.531	9	Status of Responder5 service(on application server) that runs scheduled events	Stop		
<ul> <li>Unit View</li> </ul>				Refresh			
Location View	Legend						
	Icon	Description					
C RGS Cert Msg	<b>a</b>	Interface - Link Up, Service - Run	ning				
BB Config Audit		Interface - Link intermittent					
		Interface - Link Down, Service - S	topped				
Staff Badge	None	Interface - Link Unknown					

Figure 47: Diagnostics Home Page

> The green check icon should appear in the "status" column adjacent to the "RMDW" and "RMDW ETL Load" entries.

	Responderb Applica	ation Diagnostics - Windows	Internet Explorer						
KILS				<b>V</b>				🗸 🐓 🗙 👂 Google	Q
RMDW				<b>a</b>		gs 👻 🔼 HP Access	🗨 HP Solutions 🔻 🌄 HP Free Templates 🔹	🤞 HP Partner Deals 🔹 🔄 Mail 👻 🚳 My Yahoo! 🔹 🐯 Ans	wers 👻 🔰 Anti-Spy 👻
RMDW ETL Load				0		ee What Chil 🏾 🏉 Su	ggested Sites 🔻 🔊 Get More Add-ons 🔻	🦄 🔻 🔂 👻 🖃 🖶 👻 Page 🕶 S	iafety 🕶 Tools 👻 🔞 🕶
a									
	System Status	Interfac							
		Name			Status	Description			Action
	SysEvent Log	RGS			8	Status of link t	p Responder5 Gateway Server		Refresh
		ADT			6	Status of link t	sponder5 Integration Server(ADT)		Refresh
	BB Config Log	DB			<b>e</b>	Status of link t	o Responder5 Database Server		Test
	System Tables	RTLS				Status of link t	o Responder5 Integration Server(RTLS)	_	Refresh
		RMDW			~ <	Status of link t	o Responder5 Reporting Database Server		Test
	<ul> <li>Census View</li> </ul>	RMDW ETL Load			0	Status of Resp	onder5 RMDW ETL job activity		Refresh
	ADT Activity	Service Status							
		Name	Uptime		Status	Description			Action
	Staff Coverage	RB-IPComm	12d 00:57:0	5.453	<b>e</b>	Status of Resp	onder5 service(on application server) that enal	oles clients to communicate with application server	Stop
		RB-MessageProc	12d 00:57:0	2.484	<b>e</b>	Status of Responder5 service(on application server) that processes nurse call events		esses nurse call events	Stop
	O DLL Versions	RB-SchEvent	12d 00:56:5	9.531	<b>e</b>	Status of Resp	onder5 service(on application server) that runs	scheduled events	Stop
	O Unit View						Refresh		
	Location View	Legend							
		Icon	on Description						
	C RGS Cert Msg	<b>e</b>	Interface - Lin	k Up, Service - Runn	ing				
	BB Config Audit	•	Interface - Lin	k intermittent					
	-bb Colling Addit	8	Interface - Lin	k Down, Service - St	opped				
	Staff Badge	None	Interface - Lin	k Unknown					

Figure 48: Diagnostics Top Site (Status Callouts)

 Icons must display a green check; if not, review the ETL jobs status—revealed in the RMDW ETL Load" history (SQL agent job | SQL Server Management Studio).



## 8: Upgrading Components

You may use the upgrade feature to replace existing components with newer versions. New versions (feature or service packs) may contain multiple upgradeable components.



We recommend backing up your database prior to starting an upgrade, in case the upgrade fails and the system has to function using the older version. If you have backed up your database already, you can skip the automatic database backup feature provided within the installer.

We do **not** recommend that you use the automatic backup for large databases—as such a backup can take hours to complete.

### **To Upgrade R5 Applications Suite Components:**

- 1 Locate and launch the installation file, Responder5.Setup.exe.
  - > The License Agreement will appear:



Figure 49: License Agreement

- 2 Confirm that the reported version is the one you wish to upgrade.
- 3 Review and agree to the license agreement.
- 4 Click on Next.

- > The Component Detection window will appear, bearing status information:
  - Already Latest
  - Upgradeable
  - Not Detected

	Responder5 AppSuite Setup 2.1030       Image: Component Detection         The following components are included with this installer and already exist on this computer:				Included = version included with installer	
		Component	Included	Detected	Installed	Detected = version installed
		App DB on JS-R5DS01	10	10	2/0/2011	on the server
Component		Log DB on JS-R5DS01	10	10	2/8/2014	
Status		Responder5 Services on JS-R5DS01	1.14.000	1.1.095	2/15/2014	Installed = date
		Responder 5 Client on JS-R 5D S0 1	1.14.000	1.1.245	2/15/2014	installed
		Responder 5 Diagnostics on JS-R 5DS01	1.14.000	1.1.1131	2/15/2014	
		3 Report DB	17			
		3 Package	12			
		3 Report	12			
		Responder 5 ADComponent on JS-R5DS01	1.14.000	1.1.013	2/15/2014	
	(	Already latest Upgradeabl	e	3 Not d	letected	
	R	elease 2014 Q1 < Back	Next	>	Close	

Figure 50: Component Detection

- 5 Click on Next.
  - The Action Selection window will appear, bearing the Upgrade, Configure, and Remove options:

🟶 Responder5 AppSuite Setup 2.1030				
What do you want to do?           Choose an action. Some actions may be unavailable, depending on the components that you already have installed.				
<ul> <li>Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.</li> </ul>				
Upgrade Update individual components to more recent versions.				
<ul> <li>Configure</li> <li>Set-up connection strings, service user accounts, message queues, etc.</li> </ul>				
C Remove Completely uninstall selected components from your system.				
<ul> <li>Add / Change License Key Add new license key or change existing license key to pew license key</li> </ul>				
Type: Typical				
Release 2014 Q1        Distribution 2				

Figure 51: What Do You Want to Do?

- 6 Click on Upgrade.
- 7 Select an Upgrade "Type."
- 8 Click on Next.
  - > The "Which server do you want to upgrade?" window will appear, bearing two choices:

- Database Server.
- Application Server.
- 9 Click on Next.
  - > If you chose "Typical," the "Which sub-components do you want to upgrade?" window will appear; you will **not**, however, have access to any configuration choices:

🏶 Responder5 AppSuite Setup 2.1030				
6	Which server do you want to upgrade? Choose servers. Server may be unavailable, depending on the components that you already have installed.			
Database server The database server	houses two databases (application and log),			
Application server				
The application server houses services, client executables and the diagnostic application.				
Destination Directory C:\Program Files (x86)\Rauland-Borg\				
	You can specify a custom location where components will be installed.			
🗖 Report Server				
Release 2014 Q1 Distribution 2	< Back Next > Close			

Figure 52: Sub-Component Selection

- 9 Click on Next.
  - > The License Key window will appear:

📦 Responder5 AppSuite Setup 2.1030				
1	icense Key Please enter License Key before proceeding.			
Please enter License	e Key:	_		
Skip Entering Lid	cense Key			
Release 2014 Q1 Distribution 2	< Back Next >	Close		

Figure 53: License Key

10 Enter the license you've generated at the Rauland-Borg ROCO portal:

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Figure 54: ROCO Portal

- > Check the "Skip Entering License Key" if you wish to enter the key later.
- 11 Click on Next.
  - > The Which sub components do you want to upgrade? window will appear:
  - ➤ If you chose "Custom" plus Application Server, you will have access to and make choices from all the configuration choices presented in the "Which sub-components do you want to upgrade?" window:

🗑 Responder5 AppSuite Setup 2.1030				
Whi Contraction	i <b>ch sub components</b> Choose components. S Jepending on the set t	<b>s do you want to i</b> Some may be unavail hat you already have	<b>nstall?</b> able for chosen action, e installed.	
Responder 5 Services v. 1. A set of Windows services integration with other pro	✓ Responder5 Services v. 1. 14.000 A set of Windows services, which enable component inter-communication and integration with other products.			
Responder 5 Client v. 1. 14 A front-end application, w	Responder 5 Client v. 1. 14.000 A front-end application, which provides direct user interface into Responder 5 Suite.			
Responder 5 Diagnostics v. 1. 14.000 A web-site, which monitors health and state of different components and allows administering some of them.				
Responder 5 ADComponent v. 1. 14.000 A website that validates the R5 User against the Active Directory and synchronizes the R5 Client Users with Active Directory				
Release 2014 Q1 Distribution 2	< Back	Next >	Close	

Figure 55: Sub-Component Selection (All Available)

➤ If you chose "Custom" and only the Database Server, the "Backup Databases" window will appear instead of the "Which sub-components do you want to upgrade?":

Upon upgrade o Verify DB-owner	r removal R5 DBs are backed-up automatically. login.	
SQL Server name (including instance):	Detected version:	
055850501	10.50.4000.0 (2008) SP2, Developer Ed	
<ul> <li>Windows (integrated authentication):</li> <li>Standard (mixed mode), please enter:</li> </ul>	SBP-REDEVIseffs	If you leave either of these backup boxes unchecked, you will have to confirm your choic
Application database: rSapp	🔽 Log database: 🔽 🕫	We strongly recommend checking both boxes—and
		backing up both files.

Figure 56: Backup Databases

➤ If you are attempting to upgrade the R5AppsDB, the Database Backup window will appear. You can use it to select which of the two (2) databases ("r5app" and "r5log") you wish to backup. You'll have to confirm your decision to **not** back up either of these (unchecked).

	You've chosen not to backup [r5app].	You've chosen not to backup [r5log].
9	It is highly recommended to backup before upgrading or removing a database!	It is highly recommended to backup before upgrading or removing a database!
17	Are you sure to proceed without backup(s)?	Are you sure to proceed without backup(s)?
	Yes No	Yes No

Figure 57: Refuse "r5app" Backup

Figure 58: Refuse "R5log" Backup

A database backup file will be created and placed in the SQL install folder, for example: C:\Program Files\Microsoft SQL Server\MSSQL.2\BACKUP\ folder.

For the backup to succeed, the SQL user must have write permissions to the targeted backup folder.

**Note**: the backup operation could take hours if the database is very large. We strongly advise to using this option on small databases. For medium or large databases, backup the database before starting the upgrade.

- 12 Click on Next.
  - > The Configure Server window will appear:

🟶 Responder5 AppSuite Setup 2.1030				
S Con	<b>figure Server</b> Specify necessary elements			
Application server (RAS) star Automatic* as	tup settings:	<b></b>		
	Start services upon Setup completion			
Responder 5 service address	es (host:port)			
Application server (RAS):	JS-R5DS01	31000		
Gateway server (RGS):	R5RGS	30000		
Paging service (PgS):	R5RGS	5050		
MSMQ queue name:	.\private\$\ r5application			
Release 2014 Q1 Distribution 2	< Back Next >	Close		

Figure 59: Configure Server

- 12 Configure your Server as desired.
  - > Click <u>here</u> to review Server Configuration details.
- 13 Click on Next.
  - > The Configure Client window will appear:

🗊 Responder5 AppSuite Setup 2.1030					
Co	nfigure Client Specify necessary elements				
Share name:	\\JS-R5DS01\				
Shortcut name:	Responder 5 Clier	ıt.lnk			
CAS-command file:	caspol.cmd				
As-command hie:     Caspol.cmd     Icaspol.cmd     Icaspo					
Release 2014 Q1 Distribution 2	< Back Next >	Close			

Figure 60: Configure Client

- 14 Configure the Client as desired.
  - > Click <u>here</u> to review Client Configuration details.
- 15 Click on Next.
  - > The Configure Diagnostics window will appear:

🖶 Responder5 AppSuite Setup 2.1030				
6	onfigure Diagnostics Specify necessary elements			
Share on web-site:	[1] Default Web Site :80: (Started)	-		
Virtual folder name:	http://js-r5ds01:80/ r5diag2			
Shortcut name:	Responder 5 Diagnostics.url			
Shortcut name:       Responder 5 Diagnostics.url         Image: Using IIS Manager verify that local IIS can host ASP.NET 4.0 applications:         1. If not already available, add 'ASP.NET v4.0' web-service extention, and allow it.         Required file is <%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll>.         2. Prohibit other ASP.NET web-service extention (unless it is needed for other applications).         3. Upon Setup completion confirm that proper ASP.NET version (4.0.30319) is selected for R5 web-app.				
Release 2014 Q1 Distribution 2	< Back Next > Clos	e		

Figure 61: Configure Diagnostics

- 16 Configure Diagnostics as desired.
  - > Click <u>here</u> to review Diagnostics details.
- 17 Click on Next.
  - > The Configure AD Component window will appear:

🗑 Responder5 AppSuite Setup 2.1030					
Con	figure AD Component Specify necessary elements				
Share on web-site:	[1] Default Web Site :80: (Started)				
Virtual folder name:	http://js-r5ds01:80/ ADConnectorWebService				
Shortcut name:	Responder5 ADComponent.url				
Using IIS Manager verify that local IIS can host ASP.NET 4.0 applications:					
<ol> <li>If not already available, add 'ASP.NET v4.0' web-service extention, and allow it. Required file is &lt;%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll&gt;.</li> </ol>					
2. Prohibit other ASP.NET web-service extention (unless it is needed for other applications).					
3. Upon Setup completion confirm that proper ASP.NET version (4.0.30319) is selected for R5 web-app.					
Release 2014 Q1 Distribution 2	< Back Next > Close				

Figure 62: Configure AD Component

- 17 Configure Active Directory as desired.
  - > The AD Component synchronizes the R5 Client Users with the Active Directory.
- 18 Click on Next.
  - > The Summary window will appear:



Figure 63: Summary

- 19 Click on Upgrade, if you are satisfied with the summary.
  - > The progress window will appear:

🏶 Responder5 AppSuite Setup 2.1030		
Sit back, relax, and enjoy Please wait while we make from dream into reality.	y the ride! e the changes that you requested	
Removing WatchDog		
Stoppin Responder5 Watchdog		
Please wait while Windows configures f	Responder5 Watchdog	
	<b>•</b>	
Release 2014 Q1 Distribution 2		

Figure 64: Upgrade Progress

> The upgrade complete window will appear:

🛱 Responder5 AppSuite Setup 2.1030	_ 🗆 X
Finish Thank you for choosing Rauland-Borg! We look forward to help making your life an adventur	e
Requested action completed successfully!	View log
\JPGRADE Application server Responder 5 Services v. 1. 14.000 (v. 1. 1.095 was installed on 2/15/2014) Responder 5 Client v. 1. 14.000 (v. 1. 1.245 was installed on 2/15/2014) Responder 5 Diagnostics v. 1. 14.000 (v. 1. 1. 1131 was installed on 2/15/2014) Responder 5 ADComponent v. 1. 14.000 (v. 1. 1.013 was installed on 2/15/2014) Start services Automatic* as LocalService* Start services upon Setup completion: True RAS: JS-R5DS01:31000 RGS: R5RGS:30000 PgS: R5RGS:30000 MSMQ: .\private\$\r\$5application	•
Release 2014 Q1 Cl Distribution 2	ose

Figure 65: Upgrade Complete

20 Click on the Close button.

## 9

## 9: Configuring Components

You may use the configuration feature to set up configuration strings, user accounts, message queues, etc.

### **To Configure R5 Applications Suite Components:**

1 Locate and launch the installation file, Responder5.Setup.exe.

> The License Agreement will appear:

🏶 Responder5 AppSuite Setup 2.1030
License Agreement           Please review entire license agreement before proceeding.           Clicking [Next >] implies that you accepted these terms.
Software in Rauland-Borg Corporation's Responder 5 Products: The Responder 5 products from Rauland-Borg Corporation contain software (including firmware) originating from Rauland-Borg Corporation (the "Software," as further defined below). Any such Software is licensed under the following Rauland-Borg Software License Agreement. You may also be prompted to review and accept that Rauland-Borg Software License Agreement upon installation of the Software.
BY DOWNLOADING OR INSTALLING THE SOFTWARE, OR BY USING THE PRODUCT CONTAINING THE SOFTWARE, YOU ARE CONSENTING TO BE BOUND BY THE SOFTWARE LICENSE AGREEMENTS BELOW. IF YOU DO NOT AGREE TO ALL OF THESE TERMS, THEN YOU MAY NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. YOU MAY RETURN UNUSED SOFTWARE (OR, IF THE SOFTWARE IS SUPPLIED AS PART OF ANOTHER PRODUCT, THE UNUSED PRODUCT) FOR A FULL REFUND UP TO 30 DAYS AFTER ORIGINAL PURCHASE, SUBJECT TO THE APPLICABLE LIMITED PRODUCT WARRANTY AND RETURN PROCESSES AND POLICIES OF RAULAND-BORG.
Software Licenses:
Release 2014 Q1 Next > Close

Figure 66: License Agreement

- 2 Review and agree to the license agreement.
- 3 Click on Next.
  - > The Component Detection window will appear:

	Responder5 AppSuite Setup 2.1030 Component Detectio The following compor and already exist on	n ents are included with this installer this computer:	Included = version included with installer
_	Component	Included Detected Installed	
	App DB on JS-R5DS01		Detected = version
	Log DB on JS-R5DS01	10 10 2/8/2014	installed on the
	Responder 5 Services on JS-R5DS01	1.14.000 1.14.000 2/8/2014	Server
Component	Responder 5 Client on JS-R5DS01	1.14.000 1.14.000 2/8/2014	Installed = date
Status	Responder 5 Diagnostics on JS-R5DS01	1.14.000 1.14.000 2/8/2014	installed
	🔇 Report DB	17	
	😢 Package	12	
	😮 Report	12	
	Responder 5 ADComponent on JS-R5DS01	1.14.000 1.14.000 2/8/2014	
	Already latest	Not detected	
	Release 2014 Q1 < Back	Next > Close	

Figure 67: Component Detection

- 4 Click on Next.
  - > The "What do you want to do?" (Setup Options) window will appear.

🗑 Responder5 AppSuite Setup 2.1030		
What do you want to do?           Choose an action. Some actions may be unavailable, depending on the components that you already have installed.		
Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.		
<ul> <li>Upgrade Update individual components to more recent versions.</li> </ul>		
<ul> <li>Configure Set-up connection strings, service user accounts, message queues, etc.</li> </ul>		
C Remove Completely uninstall selected components from your system.		
C Add / Change License Key Add new license key or change existing license key to new license key.		
Type: Custom		
Release 2014 Q1      Sack     Next >     Close		

Figure 68: Setup Options

- 5 Click on Configure.
- 6 Click on Next.
  - > The Configuration Selection window will appear:

🗊 Responder5 AppSuite Setup 2.1030		
6	Which server do you want to configure? Choose servers. Server may be unavailable, depending on the components that you already have installed.	
Database server The database server	houses two databases (application and log),	
Application server	houses services, client every tables and the diagnostic application	
Destination Directory	C: Program Files (x86) Rauland-Borg	
	You can specify a custom location where components will be installed.	
Report Server		
Release 2014 Q1 Distribution 2	< Back Next > Close	

Figure 69: Configuration Selection

- 7 Click on Next.
  - > The License Key window will appear:

📦 Responder5 AppSuite Setup 2.1030	
License Key Please enter License Key before proceeding.	
Please enter License Key:	-
Skip Entering License Key	
Release 2014 Q1 Clo Distribution 2 Clo	se

Figure 70: License Key

8 Enter the license you've generated at the Rauland-Borg ROCO portal:

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Figure 71: ROCO Portal

- > Check the "Skip Entering License Key" if you wish to enter the key later.
- 9 Click on Next.
  - > The Which sub-components do you want to configure? window will appear:

🟶 Responder5 AppSuite Setup 2.1030			
Ch de	<b>h sub component</b> noose components. pending on the set f	<b>is do you want to c</b> Some may be unavaila that you already have	onfigure? able for chosen action, installed.
Responder5 Services v.1.1 A set of Windows services, integration with other prod	4.000, installed on 2 which enable compo ucts.	2/8/2014 onent inter-communica	ation and
Responder 5 Client v. 1. 14.0 A front-end application, wh	000, installed on 2/8, ich provides direct u	/2014 ser interface into Res	ponder 5 Suite.
<ul> <li>Responder 5 Diagnostics v. 1. 14.000, installed on 2/8/2014</li> <li>A web-site, which monitors health and state of different components and allows administering some of them.</li> </ul>			
Responder 5 ADComponent A website that validates th R5 Client Users with Active	v. 1. 14.000, installe e R5 User against th Directory	d on 2/8/2014 e Active Directory and	d synchronizes the
Release 2014 Q1 Distribution 2	< Back	Next >	Close

Figure 72: Which Sub-components Do You Want to Configure

You have two (2) configuration options, typical and custom. Unless you have specific reason not to, we strongly recommend using the typical installation, which allows you to modify **certain**, but not **all** Server, Client, and Diagnostics settings. Uneditable settings in the basic install are grayed out.



Application database:	r5app	Log database:	rSlog
SQL-login to be used by R	5 applications:	r5_app	***
Figure 73: Basic Configure Ex	ample		
You'll find relevant field	explanations and ins	stallation instruction	ons in Appendix A, the <u>Cus</u>

A component-specific configuration window will appear, bearing the following editable and fixed fields:

🗑 Responder5 AppSuite Setup 2.1030			
C C	onnect to Database Specify host server, a	s and app-login to conn	ect to DBs at run-time.
SQL Server name (includin <u>c</u> DS-R5DS01	) instance):	Detected version: 10.50.4000.0 (200	8) SP2, Developer Edi
Application database:	r5app	Log database:	r 5log
SQL-login to be used by R5	applications:	r5_app	***
Release 2014 Q1 Distribution 2	< Back	Next >	Close

Figure 74: Connect to Databases

• SQL Server name, including instance: we recommend that you don't name the SQL Server instance. If you do name it, enter the name using the [server name]\[Instance name] format.



configuration routine, you'll see, but not have access to, the SQL-login or password options.

- 10 Click on Next.
  - > The Configure Server window will appear:

🗑 Responder5 AppSuite Setup 2.1030		
Cor	<b>figure Server</b> Specify necessary elements	
Application server (RAS) star Automatic* as	tup settings:	
Daaraa daa 5 aan iyo addaara	Start services upon Setup completion	
Responder 5 service address	es (nost:port)	
Application server (RAS):	JS-R5DS01	31000 🔥
Gateway server (RGS):	R5RGS	30000
Paging service (PgS):	R5RGS	5050
MSMQ queue name:	. \private\$\ r5application	
Release 2014 Q1 Distribution 2	< Back Next >	Close

Figure 75: Configure Server

**Custom Install Option** 

- > The Configure Server window may display, bearing the following editable and fixed fields:
  - Application Server (RAS) startup settings (Responder 5 Services Startup): options are limited to Automatic (recommended)—when Windows starts, the service will automatically start), Manual, and Disabled as Local System, Local Service, Network Service, and "this account." We strongly recommend keeping the default settings.
  - Start service upon Setup completion: checked (starts the services if not started when you exit this screen), unchecked (does not start the services automatically when you exit this screen); we strongly recommend keeping the default values.
  - Application Server (RAS): Hostname and port number of the Responder Application Server (RAS); this setting is used by the PC Consoles to connect to the Application Server; we strongly recommend setting the port number to 31000.
  - Gateway Server (RGS): Hostname and port number of the Responder Gateway Server (RGS); this setting is used by the PC Consoles to connect to the RGS Server; we strongly recommend setting the port number to 30000.
  - **Paging Service (PgS)**: Hostname and port number of the Pocket Paging/Server; this setting is used by the Application Server to connect to the Pocket Page Server to sent text messages /system alerts to a TAP output we strongly recommend setting the port number to 5050.
  - **MSMQ queue name**: the MSMQ name is used for communication between the RGS and the Application Server. The MSMQ service has to be installed for this setting to take effect. During the basic install routine, you'll see, but not have access to, the MSMQ queue name options. The first entry designates the queue as either "private" as illustrated or "public" (.\public\$\).
    - **RGS Share**: the RGS share name refers to the folder where the RGS application is installed on the RGS Server. The RGS install folder has to be shared and assigned write permissions for this setting to take effect.

- 11 Click on Next.
- > The Configure Client window may display, bearing the following fixed fields:

🏶 Responder5 AppSuite Setup 2.1030		
Co	nfigure Client Specify necessary elements	
Share name:	\JS-R5DS01\ r5client	
Shortcut name:	Responder 5 Cl	ient.lnk
CAS-command file:	caspol.cmd	
<ul> <li>Notes on files in R5 Client</li> <li>Shortcut to R5 Client sho</li> <li>R5 Client is intended to be rulocation.</li> <li>CAS-command file must b running the Client. This .cmmallowing execution of .NET p</li> </ul>	It share: uld be copied to each machine (excepi in. It can be placed on the Desktop of e executed on each machine (except ) d adds R5 Client share to local Code Ar rograms from that network location.	t hosting server) where r any other convenient hosting server) prior to ccess Security policy
Release 2014 Q1 Distribution 2	< Back Next >	Close

Figure 76: Configure Client

- Share Name: the share name refers to the name of the share on the application to the folder where the application (client) software is installed. The client software is typically installed at C:\Program Files\Rauland-Borg\Responder5 Client. We recommend leaving the default Share Name. The client install folder has to be shared for this setting to take effect.
- Advanced Install Option
   Shortcut Name: the installation program will automatically create a shortcut to the client executable in the client installation folder during installation. This setting specifies the name of the shortcut. This shortcut can be copied to the desktop of every client PC that requires application access. We strongly recommend leaving the default Shortcut Name.
- Advanced Install Option
   CAS-command File (Name): the installation program will automatically create a shortcut to a script file in the client installation folder. This script file allows client workstations to execute the Responder 5 application via a shortcut. This file must be executed on every client PC that will be used to execute the application as a shortcut. We strongly recommend leaving the CAS-command File as "caspol.cmd."

12 Click on Next.

> The Configure Diagnostics window may display, bearing the following fixed fields:

🟶 Responder5 AppSuite Setup 2.1030		
6	onfigure Diagnostics Specify necessary elements	
Share on web-site:	[1] Default Web Site :80: (Started)	
Virtual folder name:	http://js-r5ds01:80/ r5diag	
Shortcut name:	Responder 5 Diagnostics.url	
<ul> <li>Using IIS Manager veri</li> <li>1. If not already available, Required file is &lt;%windir%</li> <li>2. Prohibit other ASP.NET v</li> <li>3. Upon Setup completion of R5 web-app.</li> </ul>	fy that local IIS can host ASP.NET 4.0 applications: add 'ASP.NET v4.0' web-service extention, and allow it. Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll>. veb-service extention (unless it is needed for other applications). onfirm that proper ASP.NET version (4.0.30319) is selected for	
Release 2014 Q1 Distribution 2	< Back Next > Close	

Figure 77: Configure Diagnostics

```
Custom Install Option • Share on web-site: this field configures which Internet Information Server (IIS) is used to install the diagnostic website. Leave this setting at the default "Default web site : 80 : (running)."
```

• Virtual folder name: this field configures the name of the virtual folder on the IIS website. We recommend using the default name of R5Diag.

**Custom Install Option** 

**Custom Install Option** 

• **Shortcut name**: this field configures the name of the shortcut that the installer will place on the desktop of the application server. This shortcut will point to the Internet Explorer executable and open the diagnostic website when launched.

> The Summary window will appear:

🎲 Responder5 A	ppSuite Setup 2.1030	
6	Summary Review action summary before proceeding.	
App DB: Log DB: DB-owner: Facility name: app-login:	[r5app] [r5log] SBP-RBDEV\jeffs Washington River r5_app	
Start services Au Start services up RAS: JS-R5D RGS: R5RGS: PgS: R5RGS: MSMQ: .\privat	tomatic* as LocalService* on Setup completion: True S01:31000 :30000 5050 e\$\r Sapplication	
Share name: Shortcut name: CAS-command file	r5client (\\JS-R5DS01\r5client) Responder5 Client.Ink e: caspol.cmd	•
Release 2014 Q1 Distribution 2	< Back Configure	Close

Figure 78: Configuration Summary

- 13 Click on Configure.
  - > The progress window will appear:

Responder5 AppSuite	e Setup 2.1030	
6	Sit back, relax, and enjoy the ride! Please wait while we make the changes that you requested from dream into reality.	
Configuring installe	ed components	2 of 5
Responder5 Services Stopping Server		4
		<b>Y</b>
Release 2014 Q1 Distribution 2		

Figure 79: Progress Window

> The Confirmation window will appear:

🎲 Responder5 A	ppSuite Setup 2.1030	
6	<b>Finish</b> Thank you for choosing Rauland-Borg! We look forward to help making your life an adve	nture
Requested     Requeste	action completed successfully!	View log
CONFIGURE Application server Responder 5 Servi Responder 5 Client Responder 5 Diagr Responder 5 ADCo SQL Server: App DB: Log DB: DB-owner: Facility name: app-login:	ces v. 1. 14.000, installed on 2/8/2014 t. v. 1. 14.000, installed on 2/8/2014 iostics v. 1. 14.000, installed on 2/8/2014 JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [r5app] [r5log] SBP-RBDEV\jeffs Washington River r5_app	×
Release 2014 Q1 Distribution 2		Close

Figure 80: Configuration Verification

14 Click on Close.

# 10

### **10: Removing Components**

You may use the Removal feature to remove any already installed applications.

### **To Remove Applications Suite Components:**

- 1 Insert the installation CD.
  - If the installation doesn't begin automatically, locate and double click on "Responder5.Setup.exe."
  - > The License Agreement will appear:



Figure 81: License Agreement

- 2 Click Next.
  - > The Component Detection window will appear.

Component Detection           The following component and already exist on	n ents are included with this installer this computer:	Included = version included with installer
Component	Included Detected Installed	Detected - version
App DB on JS-R5DS01		installed on the
Log DB on JS-R5DS01	10 10 2/8/2014	corvor
Responder 5 Services on JS-R 5DS01	1.14.000 1.14.000 2/8/2014	Sciver
Responder 5 Client on JS-R 5DS0 1	1.14.000 1.14.000 2/8/2014	Installed = date
Responder 5 Diagnostics on JS-R5DS01	1.14.000 1.14.000 2/8/2014	installed
😣 Report DB	17	
2 Package	12	
😮 Report	12	
Responder 5 ADComponent on JS-R5DS01	1.14.000 1.14.000 2/8/2014	
Already latest Upgradeable	Not detected	
	Responder5 AppSuite Setup 2.1030         Component Detectio         The following compor         and already exist on         Component         App DB on JS-R5DS01         Log DB on JS-R5DS01         Responder5 Services on JS-R5DS01         Responder5 Client on JS-R5DS01         Responder5 Diagnostics on JS-R5DS01         Responder5 Diagnostics on JS-R5DS01         Package         Responder5 ADComponent on JS-R5DS01         Already latest         Upgradeable         Release 2014 Q1         Distribution 2	Component Detection         The following components are included with this installer and already exist on this computer:         Component       Included       Detected       Installed         App DB on JS-R5DS01       Included       Included       Detected         App DB on JS-R5DS01       Included       Included       Detected         App DB on JS-R5DS01       Included       Included       Detected         App PB Component on JS-R5DS01       Included       Included       Detected         App Package       Included       Included

Figure 82: Component Detection

- 3 Click on Next.
  - The "What do you want to do?" window will appear, bearing the Install, Configure, Remove, and Add/Change License key options:



Figure 83: What Do You Want to Do?

- 4 Select the Custom "Type."
  - > Unless you select the Custom type, you will not be able to select components to remove.
- 5 Click on Next.
  - > The "Which server do you want to remove" window appears:

🎲 Responder5 AppSuite Se	etup 2.1030
<b>1</b>	hich server do you want to remove? Choose servers. Server may be unavailable, depending on the components that you already have installed.
Database server	uses two databases (application and log).
Application server	
The application server h	ouses services, client executables and the diagnostic application.
Destination Directory	C:\Program Files (x86)\Rauland-Borg\
	You can specify a custom location where components will be installed.
Report Server	
Release 2014 Q1 Distribution 2	< Back Next > Close

Figure 84: Which Server Do You Want to Remove?

- > You must choose at least one server to continue the removal process.
- 6 Select one or both of the servers.
  - > If you select only the Database server, the Backup databases window will appear:

🗑 Responder5 AppSuite Setup 2.1030
Backup databases Upon upgrade or removal R5 DBs are backed-up automatically. Verify DB-owner login.
SQL Server name (including instance):       Detected version:         Is-R5DS01       I         Database owner SQL-login (this account must have access to [master] database, and be a
member of 'dbcreator', 'serveradmin' or 'sysadmin' fixed server roles to have permission to create new and drop existing DBs):
Standard (mixed mode), please enter:     Sa
Application database: r5app V Log database: r5log
Database backup(s) will be placed on server 'JS-R5DS01'
Release 2014 Q1     < Back

Figure 85: Backup Databases

If you select both servers or only the Application server, the "Which sub components do you want to remove?" window will also appear:

Responder5 AppSuite	Setup 2.1030
6	Which sub components do you want to remove? Choose components. Some may be unavailable for chosen action, depending on the set that you already have installed.
Responder 5 Services	: v. 1. 14.000, installed on 2/8/2014
A set of Windows ser	rvices, which enable component inter-communication and
integration with othe	r products.
Responder 5 Client v.	1.14.000, installed on 2/8/2014
A front-end application	on, which provides direct user interface into Responder 5 Suite.
Responder 5 Diagnos	tics v. 1. 14.000, installed on 2/8/2014
A web-site, which mo	nitors health and state of different components and allows
administering some o	f them.
Responder 5 ADComp	ponent v. 1. 14.000, installed on 2/8/2014
A website that valida	Ites the R5 User against the Active Directory and synchronizes the
R5 Client Users with	Active Directory
Release 2014 Q1 Distribution 2	< Back Next > Close

Figure 86: Which Sub-Components Do You Want to Remove?

- > Your removal selections are limited to already installed applications.
- 7 Make your removal choices, and click on Next.
  - > The Backup Databases window will appear:

🎲 Responder5 AppSuite Set	up 2.1030		
Bad	c <b>kup databases</b> Upon upgrade or rem Verify DB-owner login	oval R5 DBs are backe	d-up automatically.
SQL Server name (including i JS-R5DS01 Database owner SQL-login (t	nstance):	Detected version: 10.50.4000.0 (2008	) SP2, Developer Edi
member of 'dbcreator', 'serve create new and drop existing	eradmin' or 'sysadmin' j DBs):	fixed server roles to h	have permission to
Windows (integrated a	authentication):	SBP-RBDEV\jeffs	
O Standard (mixed mode	e), please enter:	sa	
Application database:	r5app	Log database:	r Slog
Database backup(s) will be p	laced on server 'JS-R	5DS01'	
Release 2014 Q1 Distribution 2	< Back	Next >	Close

Figure 87: Backup Databases



A database backup file will be created and placed in the C: \Program Files\Microsoft SQL Server\MSSQL.2\BACKUP\folder.

For the backup to succeed, the SQL user must have write permissions to the targeted backup folder.

- 8 Click on Next.
  - > The Summary window will appear:

🎲 Responder5 Ap	pSuite Setup 2.1030	_ 🗆 ×
5	Summary Review action summary before proceeding.	
REMOVE Database server Application server		<b>^</b>
Responder 5 Servic Responder 5 Client Responder 5 Diagno Responder 5 ADCor	es v.1.14.000, installed on 2/8/2014 v.1.14.000, installed on 2/8/2014 ostics v.1.14.000, installed on 2/8/2014 mponent v.1.14.000, installed on 2/8/2014	
SQL Server: App DB: Log DB: DB-owner: Facility name: Backup folder: VMSSQL VBACKUP\	JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [r5app] [r5log] SBP-RBDEV\jeffs Washington River C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER	
Release 2014 Q1 Distribution 2	< Back Remove Close	

Figure 88: Summary Window

- 9 Click on Remove.
  - > The progress window will appear:

🎲 Responder5 AppSuite	Setup 2.1030	. 🗆 🗙
6	Sit back, relax, and enjoy the ride! Please wait while we make the changes that you requested from dream into reality.	
۲		iofN
Stopping Server		4
Release 2014 Q1		<b>.</b>

Figure 89: Uninstall Progress

> The confirmation window will appear:

🗑 Responder5 A	ppSuite Setup 2.1030	_ 🗆 🗙
6	<b>Finish</b> Thank you for choosing Rauland-Borg! We look forward to help making your life ar	n adventure
Requested     Requeste	action completed successfully!	<u>View log</u>
REMOVE Database server Application server Responder5 Servi Responder5 Clien Responder5 Diagr Responder5 ADCo SQL Server: App DB: Log DB: DB-owner:	ices v. 1. 14.000, installed on 2/8/2014 t v. 1. 14.000, installed on 2/8/2014 mostics v. 1. 14.000, installed on 2/8/2014 JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit) [r5app] [r5log] SBP-RBDEV/jeffs	× •
Release 2014 Q1 Distribution 2		Close

Figure 90: Removal Confirmation

## 11

### **11: Post-Install Checklist**

In order to validate your installation, make sure to...

### **Step 1: Verify the Start-up Sequence**

The servers should start-up in the following order:

- Database server
- Application Server
- ✓ Responder Gateway Server (RGS)

### **Step 2: Confirm R5Apps Connection and Pager/Phone Status**

**R5Apps Connection**: you'll know that the connection is enabled if the button text (R5Apps tab) reads, "R5 Apps enabled":



Figure 91: R5Apps Connection Confirmation

#### To Access and Manage the R5Apps Connection:

On the RGS server...

- 1 Launch the RGS configuration program (Start | Programs | RGSConfig.exe).
- 2 Click on the R5Apps tab.
  - > The button text should read, "R5Apps enabled." If not, click on the button.
  - > If the button doesn't change text, click again. Keep trying until it changes.

**Pager Status**: Pager Status is conditioned by whether 1) Staff are Notified by Pagers Only (No Phones); 2) Staff are Notified by Phones Only (No Pagers); or 3) Staff are Notified by Pagers and Phones (Both). You'll use the Page and/or Phone tabs to confirm status and/or effect changes. You can use the buttons at the top of each tabbed page to toggle status from "disabled" to "enabled."

If Staff are Notified by **Phones Only (No Pagers),** the button on the Page tab should read, "Paging disabled click to enable," as is the case in the following example:

S Setup - use this screen to configure the RGS (Setup build 24)	
Universal R5Apps Page Phone RTLS Notify Test Diagnostic/Adv	
Paging disabled click to enable	
Legacy Dial Back Pagers - Enter max # dig for room if in use, 0 otherwise	
9	
Address of page transmitter (if page transmitter connected to remote server)	
localhost	
Enter the minutes the pager servcie can be off-line prior to reboot.	
A 0 permits the pager to be off-line indefinitely without a reboot. Example: 10 in this field means that the entire server will reboot if the pager service (not the pager) is offline for more than 10.	1
minutes	
2	
	AZ-RAL
	Valida
	Valida Cance
	Valida Cance Save/E
	Valida Cance Save/B

Figure 92: RGSConfig.exe (Page Tab, Pagers Disabled)

If Staff are Notified by **Pagers Only (No Phones)**, the button on the Page tab should read, "Paging enabled click to disable."

If Staff are Notified by **Pagers and Phones (Both),** the button on the Page tab should read, "Paging enabled click to disable"; and the button on the Phones tab should read, "Phones enabled click to disable."



Figure 93: RGSConfig.exe (Phone Tab, Phones Disabled)

### Step 3: Confirm all Components are Automatically Started

Confirm that the following services three (3)—installed on the Application Server—are started, configured to start automatically, and run as a local service. If the Services don't display, reinstall.

### **To Confirm Automatic Component Start:**

- A Right click on the My Computer shortcut.
- B Select Manage from the shortcut menu:

Open	
Explore	
Manage	
Mariage	
Map Network Drive	
Disconnect Network Drive	
Create Shortcut	
Delete	
Rename	
Properties	

Figure 94: My Computer Shortcut Menu

> The Computer Management window will appear:



Figure 95: Computer Management (Services and Applications Callout)

- C Click on Services and Applications.
- D Click on the Services shortcut.
  - > The Services list will appear in the right pane:

Services					
Select an item to view its description.	Name Portable Media S Print Spooler Protected Storage QOS RSVP RB-IPComm RB-MessageProc RBMService RBMService RBSChEvent RegSrvc RegSrvc RegNvc Remote Access A Remote Access C	Description Retrieves t Loads files Provides pr Provides n Enables Ip Processes Receives S Intel Regis Creates a Creates a	Status Started Started Started Started Started Started Started Started Started	Startup Type Manual Automatic Automatic Manual Automatic Automatic Automatic Automatic Manual Manual	Should the Startup Ty not show as "automatic," you can
	<ul> <li>Remote Desktop</li> <li>Remote Procedur</li> <li>Remote Procedur</li> </ul>	Manages a Provides th Manages t	Started	Manual Automatic Manual	type options and make the necessary change.

Figure 96: Computer Management (Services List)

🆏 RB-IPComm	Enables IpSocket communication	Started	Automatic	Local Service
🏶 RB-MessageProc	Processes messages from the MSMQ	Started	Automatic	Local Service
🏶 RB-SchEvent	Receives SchEvent events and sends	Started	Automatic	Local Service

**Figure 97: Services Callout** 

- E Make sure the following entries appear and bear the "Automatic" Start Type:
- RB-IP comm.—enables the client applications to communicate with the application server.  $\checkmark$
- ✓ RB-MessageProc—enables the Responder Gateway Server (RGS) to communicate with the application server.
- RB-SchEvent-executes time- based events pre-programmed in the system for system ✓\_ maintenance.
#### **To Change Service to Automatic Start**

If you find you must change the Startup Type to "Automatic"...

- A Locate the service in the Service List.
- B Double click on the service.
  - > The service's Properties window will appear:

RB-MessageProc	Properties (Local Computer) 🛛 🔹 💽
General Log On	Recovery Dependencies
Service name:	RB-MessageProc
Display name:	RB-MessageProc
Description:	Processes messages from the MSMQ
Path to executabl	e: \Rauland-Borg\Responder5 Services\Mongoose.Service
Startup type:	Automatic
Service status:	Started
Start	Stop Pause Resume
You can specify t from here.	ne start parameters that apply when you start the service
Start parameters:	
	OK Cancel Apply

Figure 98: Service Property Window

C Use the Startup Type dropdown box to select Automatic:

Startup type:	Automatic 🗸	
	Automatic Manual	
Service status:	Disabled	

D Click on OK.

#### Step 4: Configure Message Queuing Security (Application Server)

Once the message queue has been created, the Application (user) requires the "write permission" on the queue. The write permission enables the RGS to put messages in the queue that are destined for the Application Server.

#### To Enable this Permission:

- A Right click on the My Computer shortcut.
- B Select Manage from the shortcut menu:

Open
Explore
PowerDesk
Search
Manage
TuneUp Utilities
💙 Scan for threats
Map Network Drive
Disconnect Network Drive
Create Shortcut
Delete
Rename
Properties

Figure 99: My Computer Shortcut Menu

> The Computer Management window will appear:



Figure 100: Computer Management Window

- C Click on Services and Applications.
- D Right click on the queue ("r5Application," by default), and click on properties:



Figure 101: Message Queuing (Services and Applications)

- E Click on the Security tab.
- F Confirm that the queue is configured with the permissions that appear in the following two illustrations:

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Sque Properties		?
General Security		
Group or user names:		
Administrator (W2003R2SE-TEST \A     A	dministrator)	
Everyone		
1	Add	Remove
Permissions for Everyone	Allow	 Deny
Full Control		
Delete Beceive Message		
Peek Message		
Receive Journal Message	$\checkmark$	
Get Properties	$\checkmark$	
For special permissions or for advanced se click Advanced.	ettings,	Ad <u>v</u> anced
OK	Cancel	

Figure 102: R5 Message Queue Security Properties (a)

r5que Properties		?)
General Security		
<u>G</u> roup or user names:		
Administrator (W2003R2SE-TES	T\Administrator)	
ANONYMOUS LOGON		
	A <u>d</u> d	<u>R</u> emove
Permissions for Everyone	Allow	Deny
Set Properties		
Get Permissions	$\checkmark$	
Set Permissions		
Take Ownership		
Send Message	$\checkmark$	
Special Permissions		
For special permissions or for advance click Advanced.	d settings,	Ad <u>v</u> anced
OK	Cancel	Apply

Figure 103: R5 Message Queue Security Properties (b)

#### **Step 5: Confirm Application Programming**

Once you've confirmed Nurse Call programming, confirm that the R5 Application Programming is configured to receive Nurse Call programming. See KI-2275, the *R5 Configuration Guide* and KI-2225, the *Responder 5 Administration Module User Guide* for further details regarding configuration procedures.

#### A) Match the Facility Name

The facility name entered in the R5 Applications Manage Locations page must match the facility name entered on the R5 Configuration Software home screen.

Туре	ld	Name Descriptio	n
F	1	Shaker Valley Shaker Vall	ey ┥ • • •
		Anne and the second sec	

Figure 104: R5 Applications Manage Locations

Responder 5 Configuration Software - Regional Hospital
Screens Help
🚔   🚽   💿
Software Version: 1.05
Facility Name: Shaker Valley

Figure 105: R5 Configurator Home Screen

#### **B)** Confirm Admin Role Access

Use the Role-Based Security page to confirm that Admin Role (AdminRole) has access to one or more units (Access to Units) and one or more PC Consoles (Call Coverage):

					Administration - Role-Based Sect	urity
	Active	) Inactive	) Both			
		Role Name		Role Description	Access to Units	
	AdminRole			Built-in Admin Role	All	All
•	Demo			Demo Role	Multiple 🔽	М
	Test			Test		М
*					F:R5 Apps Lab	
					F:R5 Apps Lab, U:All	
					F:R5 Apps Lab, U:EVS	
					F:R5 Apps Lab, U:ICU	
					F:R5 Apps Lab, U:ONC	
					F:R5 Apps Lab, U:Peds	

Figure 106: R5 Applications Administration Module (Role-Based Security)—Example 1

Responder S	5 Applications		Welcome Admini S	itrator
			Administration - Rol	e-Based Security
Active	Role Name	Role Description	Access to Units	Call Coverage
AdminRole	•	Built-in Admin Role	All	All
Demo     Test		Demo Role Test	All	All
*				Code V V EVS I V ICU
				V ONC V Peds

Figure 107: R5 Applications Administration Module (Role-Based Security)—Example 2

#### **C)** Confirm Screen Access

Use the View Access Group page to confirm that the Admin Role (AdminRole) has access to all screens in Administration, PC Console, Staff Assignment, and My Profile modules:

#### KI-2241I Responder 5 Applications—Installation

Responder 5 Applications           Administration		Welcome Peter	Deering
		Administration -	View Access Group
Active     Inactive View Access Group	C Both	Create / Edit	
App	lication/Screen	Access	Description
Reports Manager		Edit	Application to create and view reports
Exception Report		Edit	Detailed record of defined activities that were outside the desired parameters.
Staff Coverage Report	t	Edit	Detailed record of staff members that were responsible for covering the defined Unit/Tea
Unit/Room Activity Rep	port	Edit	Detailed record of all activities (placing a call, answering a call, setting a service, staff re
PC Console		Mixed	Application to present a console on a PC
Census View		Read	Census View
List View		Edit	List View
Staff Assignment		Edit	Application to create staff asginments
Add Notes		Edit	Add Patient Notes
Current Assignments		Edit	Current Assignments
Future Assignments		Edit	Future Assignments
My Profile		Edit	Application to sign-on staff
My Bed Assignments		Edit	My Bed Assignments
My Preferences		Edit	My Preferences
My Status		Edit	My Status
Administration		Edit	Application to administer PC applications
Devices		Edit	Devices
Facility Settings		Edit	Facility Settings
Manage Locations		Fdit	Manage Locations
Changes saved successfully.		<b>о</b> к	Cancel Last Modified On: 9/13/2010 9:56:46 PM Last Modified By: Peter Deering
GS: (Active)			RTS: Link up 9:56 PM 9/13/201

Figure 108: R5 Applications Administration Module (View Access Group)

#### D) Add Rights

Use the User Creation tools (Users | User-Staff) to Add a User with Administrative Rights:

						Administration	n - Users						
er - Staff 🛓	Jser - Device												
<ul> <li>Active</li> </ul>	Inactive	OLoc	ked out	© All								Search	
mployee	User Nam	Passwor	First Nam	Middle Na	Last Nam	Staff Level	Role	PermanentD	Permanent B	Barcode	Last Logi	Locked	Ac
	LastName1	****	TESTstaff Out1	MName1	LastName 1	Level 1	Admin				08/13/2012		
	LastName2	*****	TESTstaff Out2	MName2	LastName2	Level 2	AdminR						3
	LastName3	*****	TESTstaff Out3	MName3	LastName3	Level 1	AdminR						
	LastName4	*****	TESTstaff Out4	MName4	LastName4	Level 2	AdminR						
	LastName5	****	TESTstaff Out5	MName5	LastName5	Level 1	AdminR						(
	LastName6	****	TESTstaff Out6	MName6	LastName6	Level 2	AdminR						
	LastName7	****	TESTstaff Out7	MName7	LastName7	Level 1	AdminR						(
	LastName8	****	TESTstaff Out8	MName8	LastName8	Level 2	AdminR						(
	LastName9	*****	TESTstaff Out9	MName9	LastName9	Level 1	AdminR						
	LastName1 0	****	TESTstaff Out10	MName10	LastName1 0	Level 2	AdminR						[
	LastName1 1	****	TESTstaff Out11	MName11	LastName1 1	Level 1	AdminR						(
	LastName1 2	*****	TESTstaff Out12	MName12	LastName1 2	Level 2	AdminR						1
0000000	Admin	*****	Admini		Strator	None	AdminR				08/14/2012		[
						None							

Figure 109: R5 Applications Administration Module (User-Staff)

#### **Step 6: Confirm Configuration Program to Application Server Communication**

Send the configuration (new or existing) from the Nurse Call configuration application.

➤ If the servers are reachable and able to accept the configuration the transfer should complete successfully. If you see an error, reconfirm that the prerequisites are setup correctly.

#### **Step 7: Confirm Nurse Call Programming**

The R5 Applications automatically import the following from the Nurse Call configuration:

- ✓ Beds (Areas, Room- Beds in room)
- ✓ Units/Teams (Zones marked as units/teams)
- Escalation per unit (Unit Shift Escalations- Tag messages)
- ✓ PC Consoles (Create/Assign coverage)
- ✓ Staff Levels (Staff level identification Calls, Service, or both)

Confirm that you have setup the Nurse Call programming correctly to enable features on the PC applications.

#### Step 8: Confirm RGS Server to PC Console Communication

A) Login to R5 Applications.

B) Launch the PC Console module, allowing it to subscribe with the RGS.

	Administr		
_	Administrati	on	•
0	My Profile		
	PC Console		
	Staff Assignr	nent	
	Full Screen	F11	
	Refresh	F5	
	About		
	Log Out		

Figure 110: R5 Module Selector

C) Navigate to the "Census" tab.

> A list of covered beds should appear:

) PC Console			Welcome Jeff Lawrence						
List Census				Four West	•	<u>**</u>	1	VIP	?
Staff - On Duty - Search		Bed L	ist By Room Na	me				Search	)
LPN Gertrud Andrag	W402	<mark>₩401-1</mark> ∲	John Gutknecht Hard of hearing	Aortic Valve Repl	Ad PCT	Lisa Mulligan	Att RN	Caroline Co J Bryden	PCT OT 81:56
RN J Brvden	11402	W402-1	Frank Luther	AtheroSclerosis	Ad PCT	Steve Adams	Att RN	Nina Sanchez	
Nur Jennifer Holden	24 🖥	₩403-1 #	Roy Andrews	Abdominal Pain	Ad PCT	Sally Bruins	Att RN	Sally Craven J Bryden	Nurse M 02:45
		₩403-2 ∔	Linda Sherman PCC/SA Note	Arthroplasty, Gle	Ad PCT	Colleen Oxt	Att RN	Emily Turgeon	Nurse M 02:45
		<mark>₩404-1</mark>	Madeline Bayer		Ad PCT	Colleen Oxt	Att RN	Stephanie Si	
		₩405-1	Liz Sparg	Congenital abnor	Ad PCT	Linda Grape	Att RN	Katherine R J Bryden	
		W406-1	W Haper Patient/staff assign n	Adjacent segmen ote	Ad PCT	Arnold van d	Att RN	PF Bodenstein	
		W407-1	Kechil Kirkham	Discitis	Ad PCT	Marc Hamann	Att RN	Elizabeth Sole	
		W408-1	Jurgen Seier	Subaxial cervical	Ad PCT	EA Couldridge	Att RN	Colette Le R	
		W409-1	Rhian Meats	Cervical myelopa	Ad PCT	Barbara Blyth	Att RN	Gail Weldon	
		₩410-1	Lesley I-Ons	Lumbar spondylo	Ad PCT	Arne Nielsen	Att RN	Louise Killeen	
		W411-1	Jack Segall	Ankylosing spon	Ad PCT	Audrey Jordan	Att RN	Miki Lawrens	
		W412-1	Mike Shand	Subendocardial I	Ad PCT	Robin McBride	Att RN	Gill Cowan	
		011440 A	E 11-00	0-1	A .4	0		0	

Figure 111: PC Console, Census Tab

#### **Step 9: Confirm My Profile Functionality**

A) Navigate to the My Profile module, My Assignments tab:

PC Cons	ole
Administrati	ion 🕨
My Profile	
PC Console	
Staff Assign	ment
Full Screen	F11
Refresh	F5
About	
Log Out	

Figure 112: R5 Module Selector

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🗲 Responder 5 Applications					. B ×
<ul> <li>My Profile</li> </ul>				Ro	sponder
			••		
My Status My Assignments Reject Accept	t My Preferences	09/13/2010 Five East	7a-7p	-8?	•
User	My Assignments ×	lear All	Select all beds	3	
N Deering, Peter ID 10061	501-1	515-1	529-1		
	Ward, Ann	Naude,	Dreyer,		
Add'i 451	502-1 Forbes, Wound	516-1 Joynt, Roy	Heffamann,	i	
	503-1	517-1	531-1		
1	Starke,	Slater, Janet	Shelly,		
2 3	503-2 Gruft, Julian Alzheimers	518-1 Andrews,	532-1		
Close 🛞	505-1 Kerby,	519-1 Lloyd, Abby	533-1 Tiffin, Sarah	i	
	506-1 Winterbotto	520-1 Sparg, Liz	534-1 Ceglowski,	i	
	507-1 Coulson,	521-1 Haper, W	535-1 Adams,	1	
	508-1 Barber,	522-1 Kirkham,	536-1 Naumann,	į	ē
RGS: (Active)		RTS: Link up		1:44 PM 9/	17/2010

Figure 113: My Profile, My Assignments Tab

B) Use the Unit/Team dropdown to confirm User access.

#### Step 10: Confirm Staff Assignment Functionality

A) Navigate to the Staff Assignment module, Current Assignments tab:

•	My Profile		
	Administrati	on	•
	My Profile		
	PC Console		
	Staff Assignr	nent	
	Full Screen	F11	
	Refresh	F5	
	About		
	Log Out		

Figure 114: R5 Module Selector

🗲 Responder 5 Applications					
<ul> <li>Staff Assignment</li> </ul>		Welcome Jeff Schiff			Responder
Add Notes		FutureAssignm	05/03/2012 Four West 💌	4	? 🖸
Four West Search		Beds X Clear All	Select all beds	3	
Res #654321		W401-1	W414-1 W428-1		•
Tra # tpp471		GA KB	Shelly, Butcher,		411
LPN Gertrud A 0Å ∎32 ∎5 ♡ Φ specialist		W402-1 Luther, Wound	W415-1 Ward, Ann W429-1 Hancock, G		ŧ
RN Karina B 🕺 🕯 32 🚺 5		GA KB	GA KB GA KB		
all Circulator		Andrews, GA KB	Tiffin, Sarah GA KB GA KB		Ť
all Code		W403-2	W417-1 W431-1		
all EVS		Sherman,T	Ceglowski, T Brink,		т
all LPN		W404-1	W418-1 W432-1		
all Nurse Mgr		Bayer, will need	Cleaver,_ Poznanovic_		+
all Patient Access		GA KB	GA KB GA KB		
all PCT		W405-1	W419-1 W433-1 Sievers		÷.
all Resp Ther		GA KB	GA KB GA KB		
all RN		W406-1	W420-1 W434-1		
all STAT	U	Haper, W T	Farrow,		- I
all Switchboard		W407-1	W421-1 (W435-1		
all Transport All staff on duty displayed		Kirkham All beds displayed	Minn Chris Winstain		Ť
RGS: (Active)			RTS: Link up	5:57 PM	5/3/2012

Figure 115: Staff Assignment, Current Assignments Tab

B) Use the Unit/Team dropdown to confirm User access.

# Step 11: Add the Diagnostic Web Site to the IIS Trusted Sites List (Application Server)

Use the Internet Security Properties page to add the R5 Applications Website to the IIS Trusted Sites List on the Application Server and on any Workstation requiring diagnostic website access.

#### To Add the Web Site to the IIS Trusted Sites List:

A Access the IIS Security Properties page:

net Security Proper	rties	
urity		
elect a zone to view or	change security settings.	
Internet Local in	tranet Trusted sites Restricted sites	
Trusted sites	;	Citere
This zone conta trust not to dar your files. You have webs	ains websites that you nage your computer or	2.000
Security level for this z	one	
Allowed levels for this	s zone: All	
-   - Medium - Prompts content Unsigne 	s before downloading potentially un ed ActiveX controls will not be downl	safe paded
	Custom level	ault level
	Reset all zones to de	fault level
		1
	OK Cancel	ÅDD

Figure 116: IIS Security Properties

- B Click on the Trusted Sites icon.
- C Click on "Sites."
  - > The Trusted Sites page will appear:

http://application serve	r
http://r5demo2003	Add
/ebsites:	
http://*.update.microsoft.com	Emove
http://*.windowsupdate.com http://*.windowsupdate.microsoft.com	
http://ads1.msn.com	<b> </b>
ttp://ads1.msn.com	_

Figure 117: Trusted Sites

D Add the Application Server to the list of trusted sites.

#### Step 12: Create and Add Desktop Shortcuts to each Workstation

A Navigate to the Application Server (\\R5Apps, for example).

C:\Documents and Settings\	Administrator Wy Documents				
File Edit View Favorites Too	ıls Help				<b>1</b>
😋 Back 🝷 💭 🗧 🎊 🔎 S	iearch 🌔 Folders 🛄 -				
Address NR5apps				~	🔁 🕞 Go
	Name 🔺	Size	Туре	Date Modified	
File-Ball Holder, Houss         Make a new folder         Publish this folder to the web set of the folder         Publish this folder         Other Places         My Computer         My Documents         Shared Documents         Network Places         Details         Chainistrator's Documents         File Folder         Date Molfriel: Friday, November 21, 2008, 2:54 PM	My Music     My Videos     My Videos     SQL Server Management     Gubdater5     Visual Studio 2005     Oskoto Icon.jpg     desktop.ini     Wing the CPS_DESS Dem	8 KB 1 KB 9,651 KB	File Folder File Folder File Folder File Folder File Folder File Folder File Folder JPEG Image Configuration Set Rich Text Format	12/3/2006 5:29 FM 11/5/2008 7:46 PM 6/1/2005 11:27 11/21/2008 2:54 11/26/2009 3:47 PM 6/10/2008 9:21 11/3/2008 4:27 PM 6/1/2005 12:29 FM 12/3/2006 5:29 FM 6/1/2005 1:00 FM	
10 objects			0.42 MP	1 Mu Computer	
10 objects			9.43 MB	🚽 My Computer	

 You'll find a share to the client folder, and in the folder a shortcut (.lnk file) to the client R5apps.exe.



- B Copy this shortcut to the desktop.
- C Locate the "caspol.cmd" file in the same shared folder
- D Copy this file to the desktop.
- E Double click to execute the file.
- F Answer yes to the two (2) prompts.
- G Delete the "caspol.cmd" file.
- H Double click on the shortcut to test the shortcut.
  - > The R5 Applications should launch.

#### Step 13: Attend to Active Directory Configuration

If you are upgrading to the T12 version or installing Active Directory integration for the first time, you must:

- A Confirm that the "NETWORK SERVICE" has "Read," "Read & Execute," and "List folder permissions" checkboxes checked on the folder that is referenced by the "TEMP" environment variable.
  - > This folder is typically, "C:\windows\temp."
- B Use the Internet Information Services (IIS) Manager to confirm that the ASP .NET version is set to "4.0.30319" for the "ADConnectorWebService."
- C Select "Mixed" as the Verification mode (Administration | Facility Settings | Password Policy | Verification mode).

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		Administrat	tion - Facility Settings	
Choose Facility to edit settings:	R5 Apps Lab	Configure Active Directory		
		1	Administration - Active D	irectory
Communication		- AD Configuration		
RGS host and port:	responder1	Contractor Contractor (Contractor)		Test Connection
RAS host and port:	mongoose-alpha	AD address (domain nort)	shpad05	
RTS host and port:	localhost	Secure		
Paging host and port:	responder1	AD User	administrator	
		AD Password	****	
Message Queue name:	OS 💽 mongoose-alph	a AD Oroum	mondoose	
Devices		- AD Group	mongoode	
	Use on-screen keyboards			
Staff sign-on devices:	Phone/Pager 🕢 Wireless	R5 Column N	lame	AD Mapping
Password policy		Staff_First_Name		givenName
Verification mode:		Staff_Last_Name		sn
Allowed special characters:	Multiple	Username		sAMAccountName
Min/max length, characters:	5 🗰 15 💭	Employee Number		sAMAccountName
Other	Treat warnings as errors	-		
Staff Name display format	Eirstname Lastname			
Patient Name display formet	Firstname I			
Sobodulo hooksaard/forward:				Reset Default Mappings
Schedule backward/forward.	2 days 💽 7 days 💽			
Lamp Blink Rate	16 times per second	-Auto Synchronization		
Default Log Level	Information	Enable		
		Interval (minutes)	Hourly 🕞	
				CI .

Figure 118: Facility Settings | Password Policy | Active Directory Configuration

> Field descriptions appear in KI-2225E, the *Administration User Guide*:

AD Address: the name or IP address of the domain or domain controller.

**Port**: the port that AD server is listening on for LDAP requests. **Default** = 389 non-secure, and 636 for SLDAP.

Secure: enables or disables Secure LDAP (yes = enable).

AD Address: the name or IP address of the domain or domain controller.

AD Admin User: the user with credentials to the domain used to bind to LDAP. The name must be entered in domain/username format.

AD Admin Password: the password for the AD Admin user.

**AD Group**: the group in Active Directory that is created specifically for Responder 5 users. All users of R5 must members of this group.



The first time a system already setup and configured with R5 users synchronizes with the Active Directory (AD) application, all mapped fields are overwritten by the following AD values:



R5 Column Name	LDAP Mapping	Mandatory
Staff_First_Name	Firstname	Yes
Staff_Last_Name	Lastname	Yes
Username	Username	Yes
Employee Number		No

#### Figure 119: KI-2225E Excerpt (Facility Settings | Password Policy | Active Directory Configuration)

- > If you are using Secure Active Directory...
  - i (on the LDAP Server) confirm that the SSL port is configured to allow connections;
  - ii (on the LDAP Server) install the Certificate Authority (CA) service;
  - iii (on the LDAP Server) obtain a certificate from CA service and install;
  - iv (on the App Server), confirm that the SSL port is configured to allow connections;
  - v (on the **App Server**), copy the certificate to the "Trusted Root Certification Authority";

- vi (on the **Client Workstation** requiring Active Directory [AD] sync) confirm that the SSL port is configured to allow connections; and
- vii (on the **Client Workstation**), copy the certificate to the "Trusted Root Certification Authority."



# **Appendix A: Custom Initial Install**

Once you've confirmed that you've met all of the installation prerequisites, you are ready to begin installation. You have two (2) installation options, basic and advanced. The Custom Install allows you to modify **all** Database, Server, Client, and Diagnostics settings. Should you require a more basic installation, you'll find instructions in the <u>Basic Initial Installation</u> chapter.

You'll find the Custom Install options box on the "What do you want to do page":

Responder5 AppSuite Setup 2.1030						
What do you want to Choose an action. So on the components th	<b>do?</b> me actions may be unavailable, depending at you already have installed.					
<ul> <li>Install Responder 5 Suite includes Databases, Server,</li> </ul>	Client and Diagnostics components.					
C Upgrade Update individual components to more recent v	ersions,					
C Configure Set-up connection strings, service user account	is, message queues, etc.					
C Remove Completely uninstall selected components from	your system.					
<ul> <li>Add / Change License Key Add new license key or change existing license</li> </ul>	key to new license key.					
	Type: Custom					
Release 2014 Q1 Distribution 2	Next > Close					

Figure 120: What Do You Want to Do?



- 1 You must run the installation program locally—**not over a network**; that is, you must launch the installer from the installation media or a folder on the machine you are configuring.
- 2 You must perform a new install/upgrade on the Database Server **before** installing/upgrading the Application Server.

#### **To Install Applications Suite Components:**

1 Locate and launch the installation file, Responder5.Setup.exe.

> The License Agreement will appear:

🏶 Responder5 AppSuite Setup 2.1030
License Agreement           Please review entire license agreement before proceeding.           Clicking [Next >] implies that you accepted these terms.
5oftware in Rauland-Borg Corporation's Responder 5 Products:
The Responder 5 products from Rauland-Borg Corporation contain software (including firmware) originating from Rauland-Borg Corporation (the "Software," as further defined below). Any such Software is licensed under the following Rauland-Borg Software License Agreement. You may also be prompted to review and accept that Rauland-Borg Software License Agreement upon installation of the Software.
BY DOWNLOADING OR INSTALLING THE SOFTWARE, OR BY USING THE PRODUCT CONTAINING THE SOFTWARE, YOU ARE CONSENTING TO BE BOUND BY THE SOFTWARE LICENSE AGREEMENTS BELOW. JF YOU DO NOT AGREE TO ALL OF THESE TEMMS, THEN YOU MAY NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE, YOU MAY RETURN UNUSED SOFTWARE (OR, JF THE SOFTWARE IS SUPPLIED AS PART OF ANOTHER PRODUCT, THE UNUSED PRODUCT) FOR A FULL REFUND UP TO 30 DAYS AFTER ORIGINAL PURCHASE, SUBJECT TO THE APPLICABLE LIMITED PRODUCT WARRANTY AND RETURN PROCESSES AND DOI 1075 OF DAIL WARD ROPC.
Software Licenses:
Release 2014 Q1 Distribution 2 Close

Figure 121: License Agreement

- 2 Review and agree to the license agreement.
- 3 Click on Next.
  - > The Component Detection window will appear:



Figure 122: Component Detection

- 4 Click on Next.
  - > The "What do you want to do" window will appear.
  - During the initial installation, your choice is limited to the Install option. During subsequent installations, the Upgrade, Configure, Remove, and Add/Change License key options will also be available.

🗑 Responder5 AppSuite Setup 2.1030			
What do you want to do?           Choose an action. Some actions may be unavailable, depending on the components that you already have installed.			
<ul> <li>Install Responder 5 Suite includes Databases, Server, Client and Diagnostics components.</li> </ul>			
<ul> <li>Upgrade Update individual components to more recent versions.</li> </ul>			
<ul> <li>Configure Set-up connection strings, service user accounts, message queues, etc.</li> </ul>			
C Remove Completely uninstall selected components from your system.			
C Add / Change License Key Add new license key or change existing license key to new license key.			
Type: Custom			
Release 2014 Q1     < Back     Next >     Close			

Figure 123: What Do You Want to Do?

- 5 Click on Next.
  - The "Which server do you want to install?" window will appear. Your options are limited to:

Responder5 AppSuite S	etup 2.1030 📃 🖂 🗶		
1	/hich server do you want to install? Choose servers. Server may be unavailable, depending on the components that you already have installed.		
✓ Database server The database server h	ouses two databases (application and log).		
Application server	houses services, dient executables and the diagnostic application.		
Destination Directory	Destination Directory C:\Program Files (x86)\Rauland-Borg\		
	You can specify a custom location where components will be installed.		
Report Server			
Release 2014 Q1 Distribution 2	< Back Next > Close		

Figure 124: Setup Options

- **R5AppsDB**: installs on the Database Server—a relational SQL databases that stores procedures for inserting/updating/displaying application data.
- Services: installs on the Application Server—this is a set of Windows services that enable communication and integration between R5 applications and other R5 interfaces.
- **Client**: installs on the Application Server—this software component provides direct user interface with the R5 Application Suite (My Profile, Staff Assignment, PC Console, and Administration).
- **Diagnostics**: installs on the Application Server—this software monitors R5 status and facilitates troubleshooting.

- AD Component—this component synchronizes the R5 Client Users with the Active Directory.
- 6 Click on Next.
  - > The System components requirements window will appear:

🎲 Responder5 AppSuite Se	etup 2.1030		
5	ystem components	requirements	
Windows Server 2008 R2 Serv installed	ice Pack 1 Standard Ser	ver (64 bit)	
Microsoft SQL Server 2008 R2 installed	SP2 (64 bit)		
MSMQ installed			
NET Framework 4.0 installed			
IIS version 7 installed			
Release 2014 Q1 Distribution 2	< Back	Next >	Close

Figure 125: System Components Requirements

7 Click on Next.

The License Key window will appear:

Responder5 AppSuite Set	up 2.1030	_ 🗆 🗙
	ense Key Please enter License Key before proceeding.	
Please enter License K	ley: nse Key	
Release 2014 Q1 Distribution 2	< Back Next > Close	:

Figure 126: License Key

8 Enter the license you've generated at the Rauland-Borg ROCO portal:

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Figure 127: ROCO Portal

- > Check the "Skip Entering License Key" if you wish to enter the key later.
- 9 Click on Next.
  - > The "Which sub-components do you want to install?" window will appear:

🟶 Responder5 AppSuite Setup 2.1030				
Whi G	ch sub components do you want to install? Choose components. Some may be unavailable for chosen action, lepending on the set that you already have installed.			
Responder5 Services v. 1.	14.000			
A set of Windows services	;, which enable component inter-communication and			
integration with other proc	ducts.			
Responder 5 Client v. 1. 14.	.000			
A front-end application, w	hich provides direct user interface into Responder 5 Suite.			
Responder 5 Diagnostics v	.1.14.000			
A web-site, which monitors	s health and state of different components and allows			
administering some of the	m.			
Responder 5 ADComponen	nt v. 1. 14.000			
A website that validates the	he R5 User against the Active Directory and synchronizes the			
R5 Client Users with Active	e Directory			
Release 2014 Q1 Distribution 2	< Back Next > Close			

Figure 128: Component Selection

- 10 Click on one or more components.
- 11 Click on Next.
  - The Configure Databases window will appear, bearing the following editable and fixed fields:
    - SQL Server Name, including instance: we recommend that you don't name the SQL Server instance. If you do name it, enter the name using the [server name]\[Instance name] format.
    - Detected (SQL Server Name) Version: SQL Server 2008 Standard edition.

- Database owner SQL-login: limited to Windows (integrated authentication) and Standard (mixed mode). Windows integrated implies you would like to use a Windows account (user) to create the databases and own them; Standard (or mixed) mode implies that you want to use an SQL server account (user) to create the databases and own them.
- **Databases to be Installed**: the installer will install two databases R5App (application data) and r5log (diagnostic data). We strongly recommend you leave the database as "R5app" and "r5log."
- Application database: installed on the Database Server—a relational SQL databases that stores application data; limited to yes (checked) and no (unchecked).
- Log database: installed on the Database Server—a relational SQL databases that stores diagnostic data; limited to yes (checked) and no (unchecked).
- SQL-login to be used by R5 applications: administrative login account that is permitted to create and own databases; this account is used to update the database schema if the new version is different from the currently installed version.

🗑 Responder5 AppSuite Setup 2.1030				
Configure Databases Specify host server, DB-owner login to create databases, and app-login to connect to them at run-time.				
SQL Server name (including i JS-R5D501 Database owner SQL-login (i member of 'dbcreator', 'serv create new and drop existing	nstance): this account must have eradmin' or 'sysadmin' g DBs):	Detected version: e access to [master] o fixed server roles to l	database, and be a have permission to	
Windows (integrated authentication):     SBP-RBDEV\jeffs      Standard (mixed mode), please enter:     Sa				
Application database:	r5app	✓ Log database:	r5log	
Facility name:	MainFacility			
SQL-login to be used by R5 a	applications:	r5_app	***	
Release 2014 Q1 Distribution 2	< Back	Next >	Close	

Figure 129: SQL Configuration

- 12 Click on Next.
  - > The Configure Server window will display, bearing the following editable and fixed fields:
    - Application Server (RAS) startup settings (Responder 5 Services Startup): options are limited to Automatic (recommended)—when Windows starts, the service will automatically start), Manual, and Disabled as Local System, Local Service, Network Service, and "this account." We strongly recommend keeping the default settings.
    - Start service upon completion of wizard: checked (starts the services if not started when you exit this screen), unchecked (does not start the services automatically when you exit this screen); we strongly recommend keeping the default values.
    - Application Server (RAS): Hostname and port number of the Responder Application Server (RAS); this setting is used by the PC Consoles to connect to the Application Server; we strongly recommend setting the port number to 31000.
    - Gateway Server (RGS): Hostname and port number of the Responder Gateway Server (RGS); this setting is used by the PC Consoles to connect to the RGS Server; we strongly recommend setting the port number to 30000.

- **Paging Service (PgS):** Hostname and port number of the Pocket Paging/Server; this setting is used by the Application Server to connect to the Pocket Page Server to sent text messages /system alerts to a TAP output we strongly recommend setting the port number to 5051.
- **MSMQ queue name**: the MSMQ name is used for communication between the RGS and the Application Server. We strongly recommend leaving the default values. The MSMQ service has to be installed for this setting to take effect. The first entry designates the queue as either "private" as illustrated or "public" (.\public\$\).
- **RGS Share**: the RGS share name refers to the folder where the RGS application is installed on the RGS Server. The RGS install folder has to be shared and assigned write permissions for this setting to take effect.

🏶 Responder5 AppSuite Set	up 2.1030	
Cor s	<b>ifigure Server</b> Specify necessary elements	
Application server (RAS) star Automatic* as	tup settings: LocalService* Start services upon Setup completion	
Responder 5 service address	es (host:port)	
Application server (RAS):	JS-R5DS01	31000 🔥
Gateway server (RGS):	R5RGS	30000
Paging service (PgS):	R5RGS	5050
MSMQ queue name:	,\private\$\ r5application	
Release 2014 Q1 Distribution 2	< Back Next >	Close

Figure 130: Configure Server

- 13 Click on Next.
  - > The Configure Client window will appear, bearing the following editable and fixed fields:
    - Share Name: the share name refers to the name of the share on the application to the folder where the application (client) software is installed. The client software is typically installed at C:\Program Files\Rauland-Borg\Responder5 Client. We recommend leaving the default Share Name. The client install folder has to be shared for this setting to take effect.
    - Shortcut Name: the installation program will automatically create a shortcut to the client executable in the client installation folder during installation. This setting specifies the name of the shortcut. This shortcut can be copied to the desktop of every client PC that requires application access. We strongly recommend leaving the default Shortcut Name.
    - CAS-command File (Name): the installation program will automatically create a shortcut to a script file in the client installation folder. This script file allows client workstations to execute the Responder 5 application via a shortcut. This file must be executed on every client PC that will be used to execute the application as a shortcut. We strongly recommend leaving the CAS-command File as "caspol.cmd."

Responder5 AppSuite S	etup 2.1030	
6	Configure Client Specify necessary elements	
Share name:	\\JS-R5DS01\	
Shortcut name:	Responder5 Client.Ink	
CAS-command file:	caspol.cmd	
<ul> <li>Notes on files in R5 Client s R5 Client is intended to be location.</li> <li>CAS-command file mus running the Client. This a allowing execution of .NET</li> </ul>	ient share: hould be copied to each machine (except hosting sei run. It can be placed on the Desktop or any other t be executed on each machine (except hosting serv md adds R5 Client share to local Code Access Secur programs from that network location.	rver) where convenient ver) prior to ity policy
Release 2014 Q1 Distribution 2	< Back Next >	Close

Figure 131: Configure Client

14 Click on Next.

Advanced Install Option

Advanced Install Option

- The Configure Diagnostics window will appear, bearing the following editable and fixed fields:
- Advanced Install Option
   Share on web-site: this field configures which Internet Information Server (IIS) is used to install the diagnostic website. Leave this setting at the default "Default web site : 80 : (running)."
  - Virtual folder name: this field configures the name of the virtual folder on the IIS website. We recommend using the default name of R5Diag.
  - Shortcut name: this field configures the name of the shortcut that the installer will place on the desktop of the application server. This shortcut references the Responder 5 PC APPS Diagnostics website and when launched will open the diagnostic application.

🎲 Responder5 AppSuite Setup 2.1030				
۵۵ ک	nfigure Diagnostics Specify necessary elements			
Share on web-site:	[1] Default Web Site :80: (Started)	]		
Virtual folder name:	http://js-r5ds01:80/ r5diag			
Shortcut name:	Responder 5 Diagnostics.url	]		
() Using IIS Manager veri	fy that local IIS can host ASP.NET 4.0 applications:			
1. If not already available, Required file is <%windir%	add 'ASP.NET v4.0' web-service extention, and allow it. Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll>.			
2. Prohibit other ASP.NET w	eb-service extention (unless it is needed for other applications).			
3. Upon Setup completion c R5 web-app.	onfirm that proper ASP.NET version (4.0.30319) is selected for			
Release 2014 Q1 Distribution 2	< Back Next > Close	]		

Figure 132: Configure Diagnostics

15 Click on Next.

The Configure AD (Active Directory) Component window will appear, bearing the following fixed fields. (The AD web site validates the R5 user against and synchronizes R5 client users with the Active Directory.)

Server (IIS) is used to install the Active Directory website. During the basic install

routine, you'll see, but not have access to, the Share on web-site field.

**Custom Install Option** 

**Custom Install Option** 

**Virtual folder name**: this field configures the name of the virtual folder on the IIS website. During the basic install routine, you'll see, but not have access to, the Virtual folder name field.

• Share on web-site: this field configures this field configures which Internet Information

**Custom Install Option** 

• Shortcut name: this field configures the name of the shortcut that the installer will place on the desktop of the application server. This shortcut will point to the Internet Explorer executable and open the Active Directory component website when launched. During the basic install routine, you'll see, but not have access to, the Shortcut Name field.

🎲 Responder5 AppSuite Setup 2.1030 📃 🗌 🗙					
°°	nfigure AD Component Specify necessary elements				
Share on web-site:	[1] Default Web Site :80: (Started)				
Virtual folder name:	http://js-r5ds01:80/ ADConnectorWebService				
Shortcut name:	Responder5 ADComponent.url				
Shortcut name:       [Responder's ADComponent.ur]         Image: Using IIS Manager verify that local IIS can host ASP.NET 4.0 applications:         1. If not already available, add 'ASP.NET v4.0' web-service extention, and allow it.         Required file is <%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll>.         2. Prohibit other ASP.NET web-service extention (unless it is needed for other applications).         3. Upon Setup completion confirm that proper ASP.NET version (4.0.30319) is selected for R5 web-app.					
Release 2014 Q1 Distribution 2	< Back Next > Close				

Figure 133: Configure AD Component

- 16 Click on Next.
  - > The Summary window will appear:

🎲 Responder5 A	ppSuite Setup 2.1030	_ 🗆 🗙
6	Summary Review action summary before proceeding.	
INSTALL Database server Application server Responder5 Servi	ces v. 1. 14.000	<u> </u>
Responder5 Client Responder5 Diagn Responder5 ADCo SQL Server:	:v.1.14.000 iostics v.1.14.000 imponent v.1.14.000 JS-R5DS01 10.50.4000.0 (2008) SP2. Developer Edition (54-bit)	
App DB: Log DB: DB-owner: Facility name: DB folder:	[rSap] [rSlog] SBP-RBDEV\jeffs Washington West C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER	
MSSQL\DATA Release 2014 Q1 Distribution 2	< Back Install Close	

Figure 134: Setup Summary

- 17 Click on Install.
  - > The progress window will appear:

Responder5 AppSuite	e Setup 2.1030	
6	Sit back, relax, and enjoy the ride! Please wait while we make the changes that you reque from dream into reality.	ested
Installing Databas	es: [r5app] - <schema.sql></schema.sql>	439 of 3892
CREATE NONCLUSTERED ([Zone_Item_Location_Id]	INDEX [xtZoneItem_ZoneItemLocId] ON [dbo].[Zone_Item] ])	X
Release 2014 Q1 Distribution 2		

Figure 135: Progress Window

> The confirmation window will appear:

🎲 Responder5 Ap	ppSuite Setup 2.1030	_ 🗆 X
6	Finish Thank you for choosing Rauland-Borg! We look forward to help making your life an adventure	
Requested a	action completed successfully! <u>Vi</u>	ew log
This version of Res result in a violation Database server Application server Responder5 Servic Responder5 Client Responder5 Diagn Responder5 ADCo SQL Server:	sponder 5 requires an activation code. Failure to enter a license key wil of the EULA.INSTALL es v. 1. 14.000 v. 1. 14.000 ostics v. 1. 14.000 JS-R5DS01 10.50.4000.0 (2008) SP2, Developer Edition (64-bit)	
Release 2014 Q1 Distribution 2	Close	

Figure 136: Confirmation Window

- 18 Click on Close.
- 19 Reboot the computer.

# B

# **Appendix B: Nurse Call Dependencies**

In this chapter, you'll find illustrated R5 Nurse Call Configuration software dependency warnings. The application database imports data from the Nurse Call system and allows The Client Software to assign staff, patients, etc. to the Nurse Call system data. Deleting Nurse Call system data that is in use by the R5 Nurse Call Applications may result in an corrupted database —one that may not be used for live display or historical reporting.



If during the configuration download the error messages indicate that the configuration database is corrupted, revert to the last working pair of the application configuration and the application database.

After every successful download, we recommend copying the nurse call configuration (.R5c file) to the RGS and backing up the application database on a nightly basis. Discuss the backup procedures with the IT administrator.

Engaging in any of the prohibited actions may cause R5 Nurse Call/R5 Applications corruptions. These prohibited actions include:

- ✓ Bed Deletion if staff or patients are assigned to a bed
- ✓ Room Deletion if staff or patients are assigned to a bed in the room
- ✓ Area Deletion if staff or patients are assigned to a bed in the area
- Zone (Unit / Team) Deletion if the zone (Unit/Team) is accessed by a role in the application database
- ✓ Shift in Unit Deletion if staff are assigned to cover a shift
- Service Level Deletion (configured as Staff or Both) if staff are assigned the service level in their user profile
- ✓ PC Console Deletion if the PC console is assigned in the call coverage field of a role
- ✓ Console Dial Number Change if a PC console is collaborating with the nurse call console
- ✓ Console Device Identification Change if it matches the name of a unit

## **Bed Deletion**



Figure 137: R5 Configurator (Rooms)

## **Room Deletion**



Figure 138: R5 Configurator (Rooms)

# **Area Deletion**

ĺ	🗲 Responder 5 Areas - Regional Hospital		
	🎦   🔜 🗙   🎯   🟠		
Don't delete areas.		Area Identification         Area Name:       One         Change This Area's Identification Data         Detail Information and Area-Wide Programming Options         Area Description:         First Floor         Staff Emergency escalation chain:         Staff Assist         Priority level at or above which Cancel policy applies:         100 - Staff         Priority level at or above which Cancel policy applies:         700 - Staff         Priority level at or below which Cancel policy applies:         710 - Staff         Priority level at or below which Cancel policy applies:         720 - Staff Assist OT         © Inable pocket page call "Cancel" messages to be sent to pocket pagers         © Disable ability to mute tones (and audio pages if configured to receive them) on Duty stations         Route bed station audio to:       Pilow Speaker (If Present)         Maximum number of corridor lights in the trail break sequence (2-99):	
(			

Figure 139: R5 Configurator (Areas)

## **Zone Deletion**



Figure 140: R5 Configurator (Zones)

# **Shift In Unit Deletion**



Figure 141: R5 Configurator (Shifts)

# **Service Level Deletion**

	Sta	f Level Identification Corridor Light Annunciation				Staff R	Staff Registration Staff Registration			Other Settings					
	Level Name Staff, Service,		Staff Registration	Service Request	Call Can	Call Cancel Range		Service Request Cancel Range		Manual Service	Priority For	Cancel Service	R4 R4K Mapping		
			Or Both	-		Low	High	Low	High	Staff Follow	Chain	Coverage	Upon Answer		
	50	PCT	Both	Yellow-3 Solid	Yellow-3 Blink	100 - Staff	(null)	50 - PCT	50 - PCT		Staff	200 - Patient	Г	none	
i i i i i i i i i i i i i i i i i i i	60	LPN	Both	Orange-3 Soli	Orange-3 Blin	100 - Staff	(null)	60 - LPN	60 - LPN	~	Staff	200 - Patient		none	
	70	RN	Both	Green-2 Solid	Green-2 Blink	100 - Staff	(null)	70 - RN	70 - RN	~	Staff	200 - Patient		none	
	99	STAT	Service	none	Green-2 Red-	(null)	(null)	(null)	(null)		Urgent	200 - Patient		none	

Figure 142: R5 Configurator (Staff/Service Levels)

## **Console Deletion**

	🗲 Responder 5 Consoles / Staff Terminals - Regional Hospit	al						
				To Ac	tion Buttons So	reen T	o Coverage Screen	To Tag Message Screen 🛛 🖣 🕨
	Console / Staff Terminal Identification Area:  The second	ber: 1000	•				Available Actions At Page BedUp ALL BedUp ALL BedUp ATIENT BedUp PATIENT BedUp SPCL Contemporation	
	Device Information Device Type: Console	Privacy	Need PCT	Need LPN		Layer 1		Dialpad Monitor More Mute Tones
		Privacy		LPN Staff	Mute Tones	Layer 2	Copy Selected Action To Selected Button <<	Need meds Need water Night Site OFF
Don't delete consoles.	Hardware Information BEC: 5 V				Mute Tones	Layer 3	Remove	Night Tones Privacy Room Vol DN
	Device Address: 0 (none)		Night	Site Ni	Site Ni	Layer 4	Button Action From Selected Button >>	Room Test Srvc LPN Sovc PCT
	IP Address: 192.168.27.97 MAC Address: 00:90:5e:00:72:70					Layer 5		Srve RN ST Callpoint 1 ST Callpoint 2
	Options I Show Elapsed Call Time  Show Call Area					Layer 6	Copy From Selected Button (Or use Ctrl-	ST Callpoint 3 ST Callpoint 4 ST Callpoint 5 ST Callpoint 6
	Show Offline Reports Cancel Button Mutes Tones If Offline, Forward Calls To Console(s)					Layer 7	drag.)	ST Callpoint 7 ST Callpoint 8 ST Callpoint 9
	Area: none					Layer 8	Selected Button	ST Callpoint 10 ST Callpoint 11 ST Callpoint 12 Staff J PN
	Console: none	Button Inform Action Name:	ation	Staff Page Staff PCT Staff RN				
		Button Label: (10x3 char)			Button Color:	Invisible	Ŧ	Selected Action Default Button Label:
		Button Highligh	t: Off	~				All Page

Figure 143: R5 Configurator (Consoles/Staff Terminals)

# **Console Dial Number Change**



Figure 144: R5 Configurator (Consoles/Staff Terminals)



# **Console Device Identification Change**

Figure 145: R5 Configurator (Consoles/Staff Terminals)