
Installation: KI-2241I



Responder® 5 Applications Installation Guide



Rauland-Borg Corporation

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1

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.

Type	Id	Name	Description
F	1	Shaker Valley	Shaker Valley

Figure 1: R5 Applications Facility Name

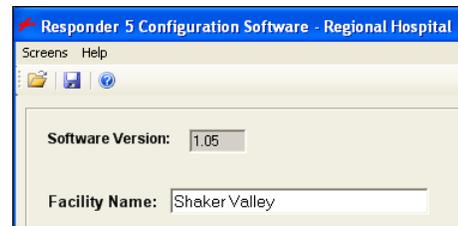


Figure 2: R5 Configuration Facility Name

- ✓ 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.

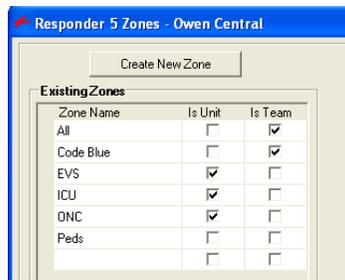


Figure 3: R5 Configuration Zone

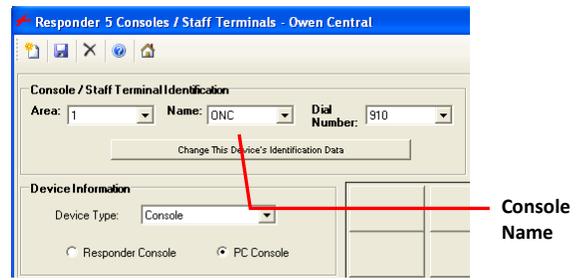


Figure 4: R5 Configuration Console/Staff Terminal

- ✓ Review [Appendix B](#) 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 [Appendix B](#) 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

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.

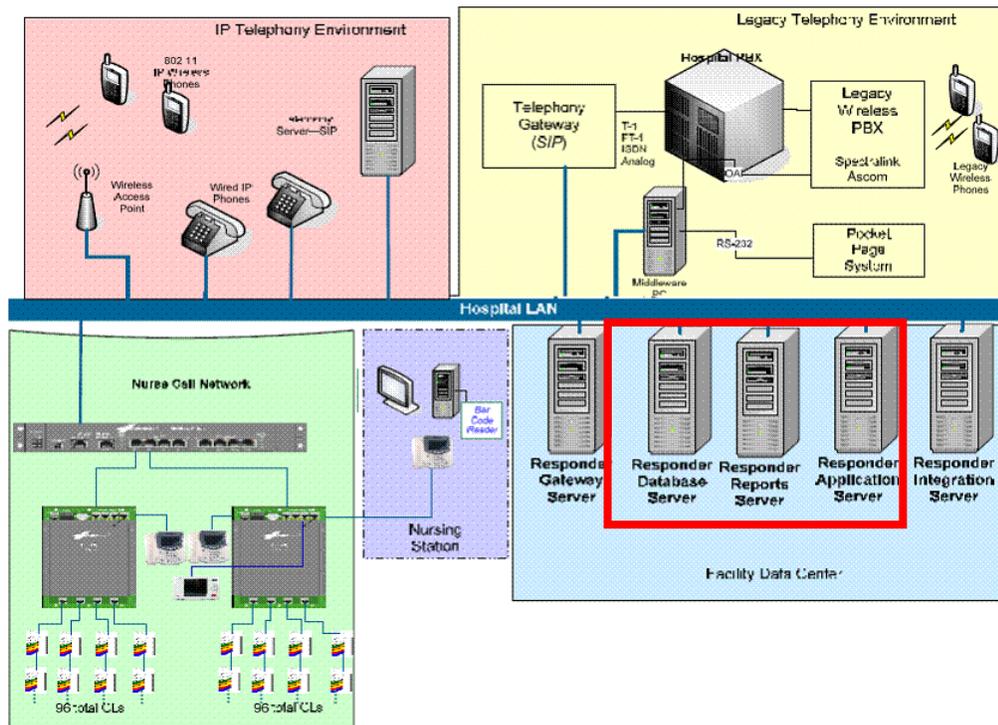


Figure 3: System Overview

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)

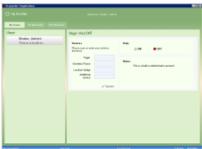
The Responder Reports Server provides:

- ✓ 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).

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



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.



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

3: General Installation Prerequisites

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

Step 1: Document Network Addressing

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

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			

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 [Step 1](#).

- 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:

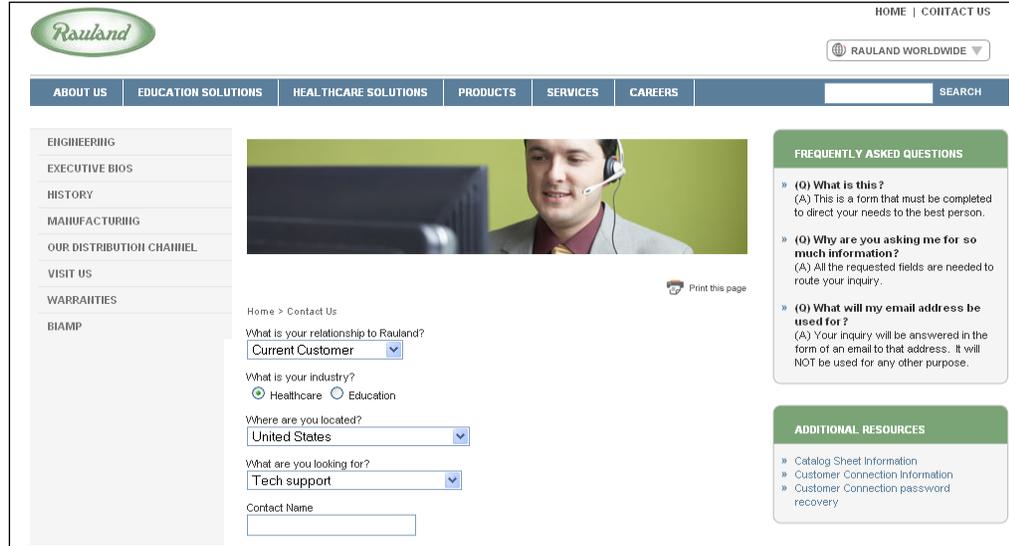


Figure 4: <http://www.rauland.com/contactus.cfm>

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

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:

If you must edit a field that's grayed out, use the Custom Install.

Figure 5: Basic Install Example

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

Figure 6: Component Selection

You'll find detailed field explanations and installation instructions in Appendix A, the [Custom Initial Installation](#) 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

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 [follows](#), 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](#).

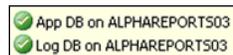
Preinstall Checklist: Database Server

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:



To Install the Database Server:

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

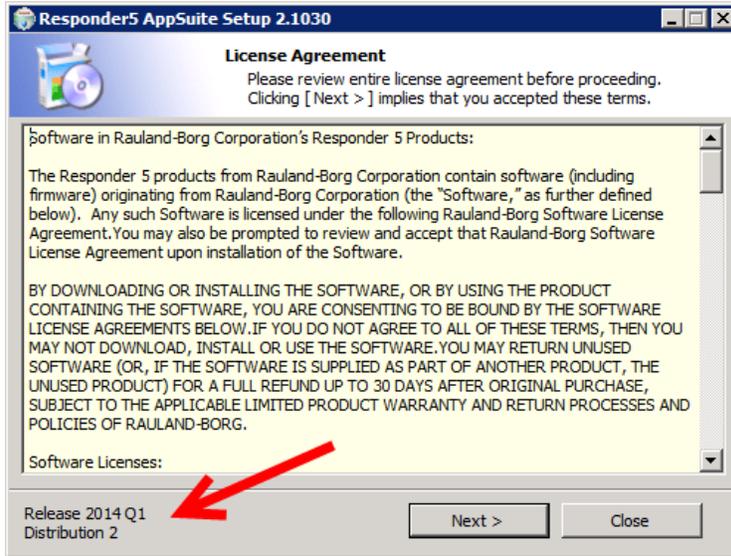


Figure 7: License Agreement

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

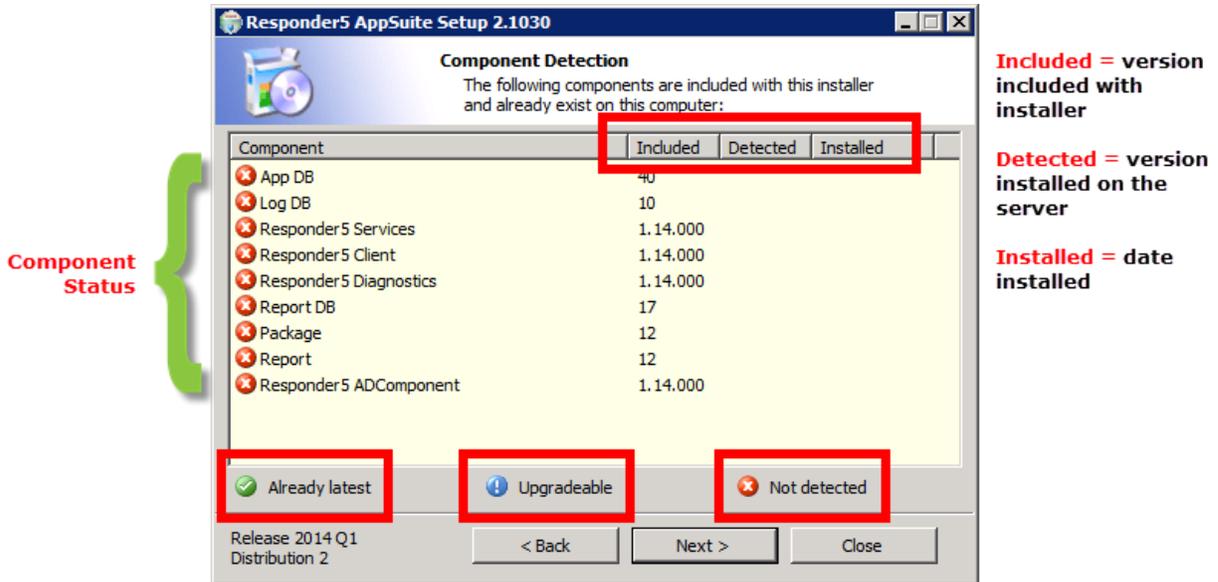


Figure 8: Component Detection

- 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.

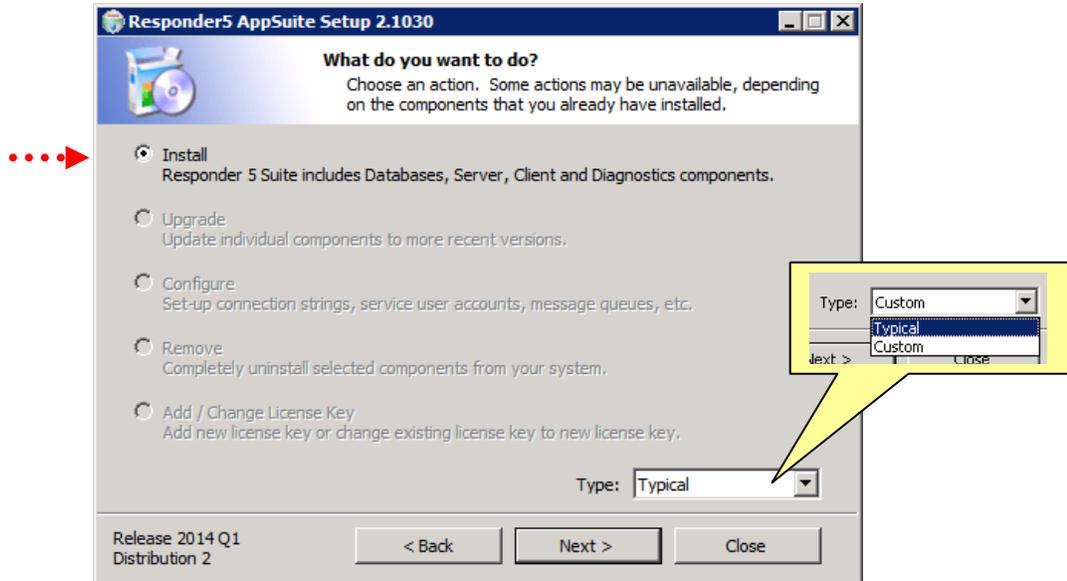


Figure 9: Setup Options

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

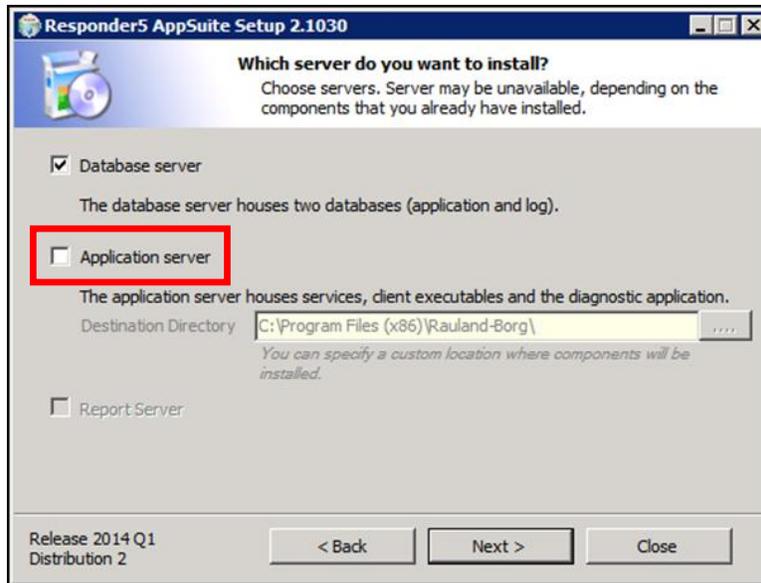


Figure 10: Server Selection

- 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.

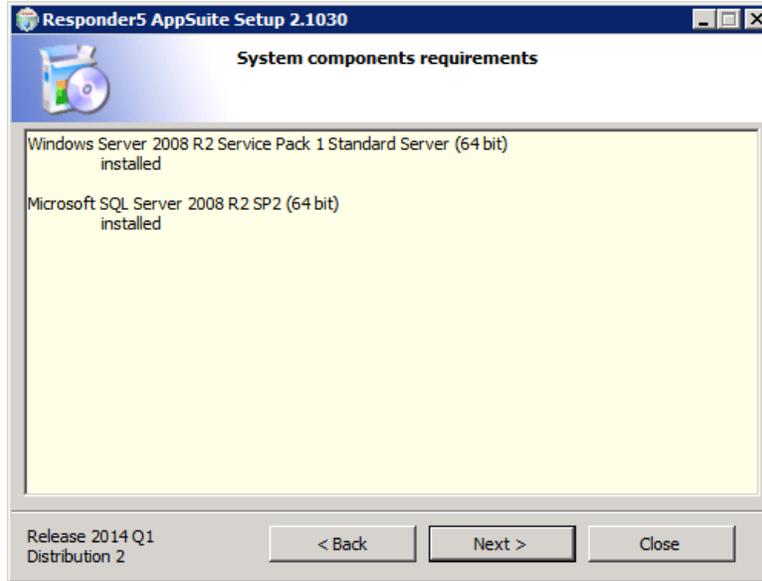


Figure 11: System Components Requirements

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

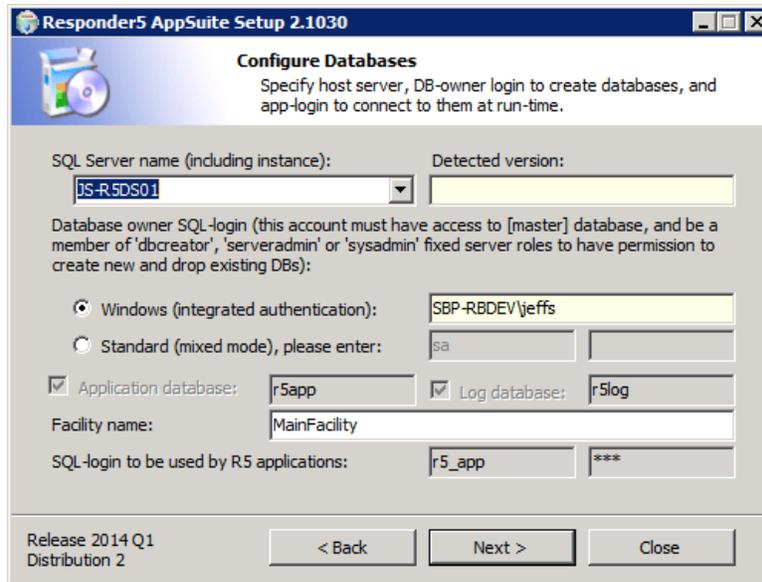


Figure 12: Configure Databases

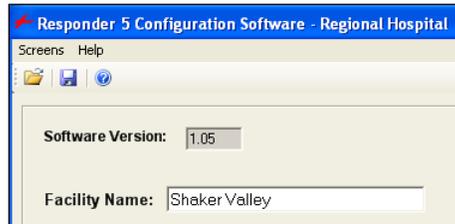
- **SQL Server Name, including instance:** we recommend that you don't name the SQL Server instance. If you do name it, enter the name using the [server name]\[Instance name] format.
- **Detected (SQL Server Name) Version:** SQL Server 2008 Standard edition.
- **Database owner SQL-login:** limited to 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;
- **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

Custom Install Option

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):



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.

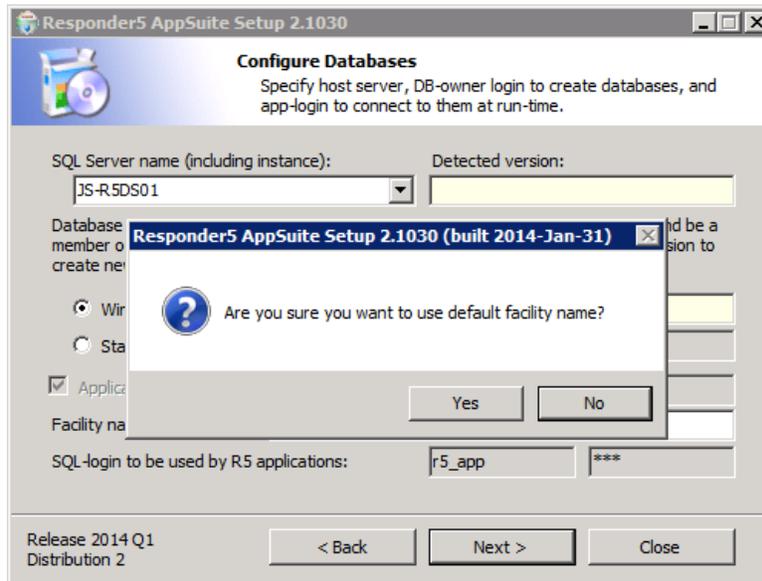


Figure 13: Facility Name Warning

- The Summary window will appear:

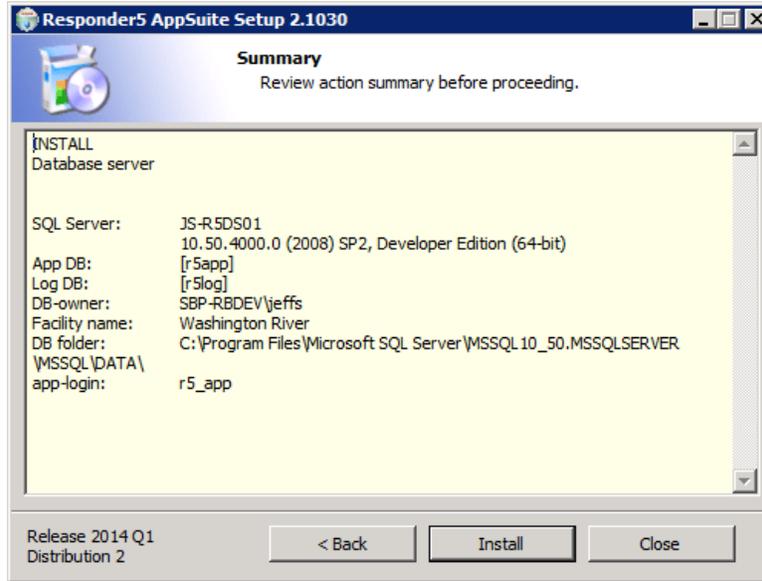


Figure 14: Setup Summary

9 Click on Install.

➤ The progress window will appear, followed by the confirmation window:

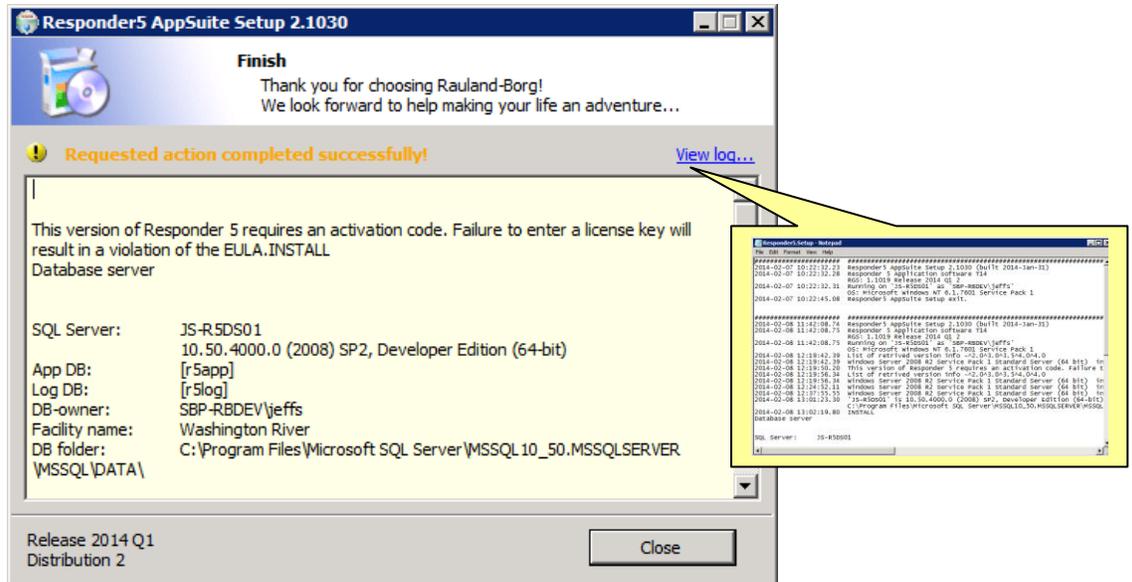


Figure 15: Confirmation Window

➤ 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

6: Initial Applications Server Installation

In this chapter, you'll learn how to initially and “typically” install the Applications Server **after** you have [installed the Database Server](#).

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 [Report Server Installation](#).

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:

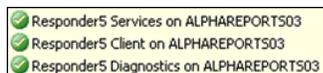
- ✓ Active Directory Integration
- ✓ Common

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:

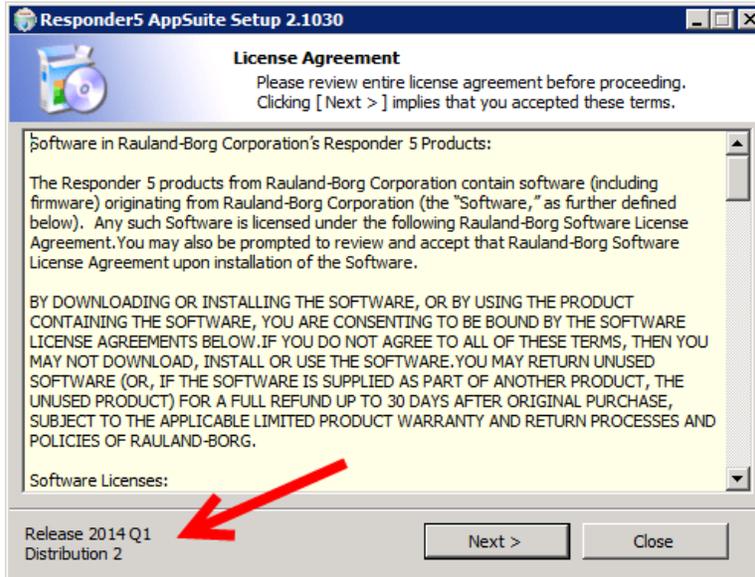


Figure 16: License Agreement

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

Component	Included	Detected	Installed
App DB on JS-R5DS01	10	10	2/8/2014
Log DB on JS-R5DS01	10	10	2/8/2014
Responder5 Services	1.14.000		
Responder5 Client	1.14.000		
Responder5 Diagnostics	1.14.000		
Report DB	17		
Package	12		
Report	12		
Responder5 ADComponent	1.14.000		

Component Status

Included = version included with installer

Detected = version installed on the server

Installed = date installed

Already latest **Upgradeable** **Not detected**

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.

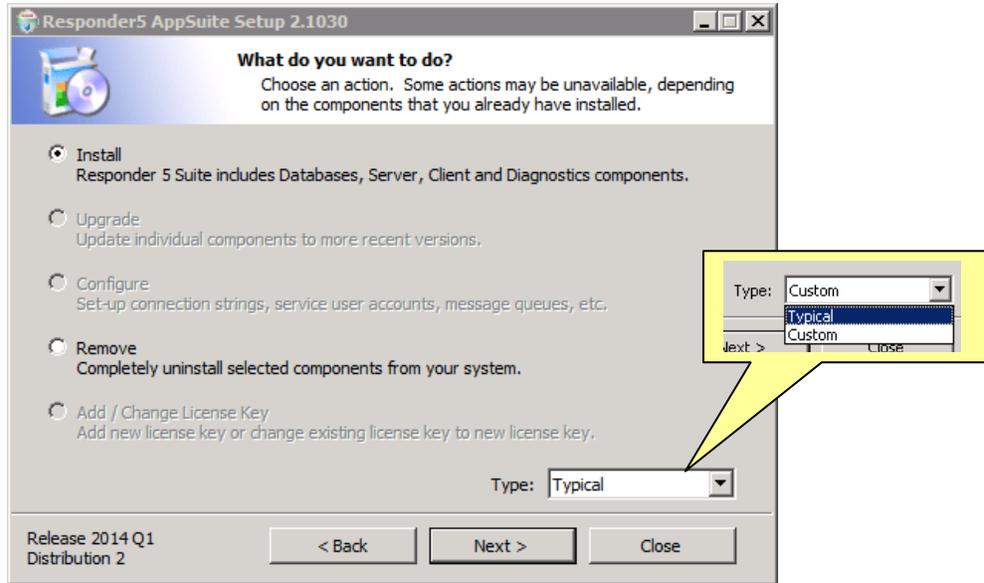


Figure 18: Setup Options

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

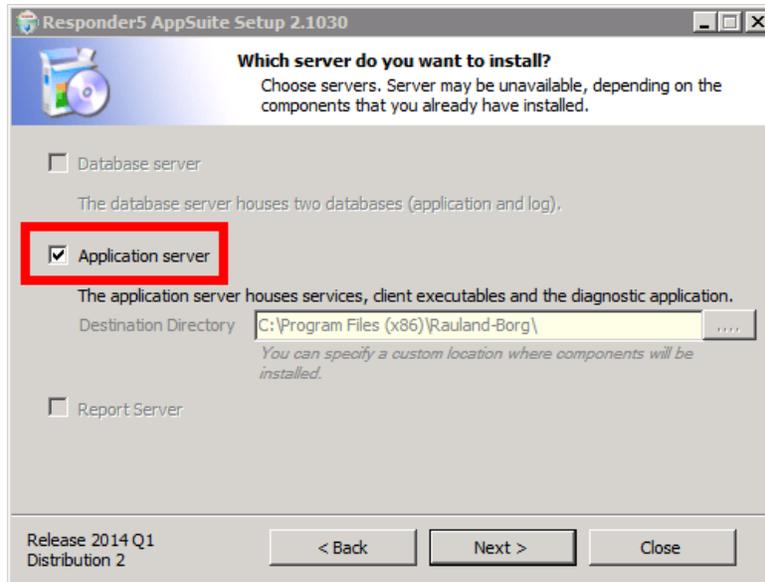


Figure 19: Server Selection

- 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:

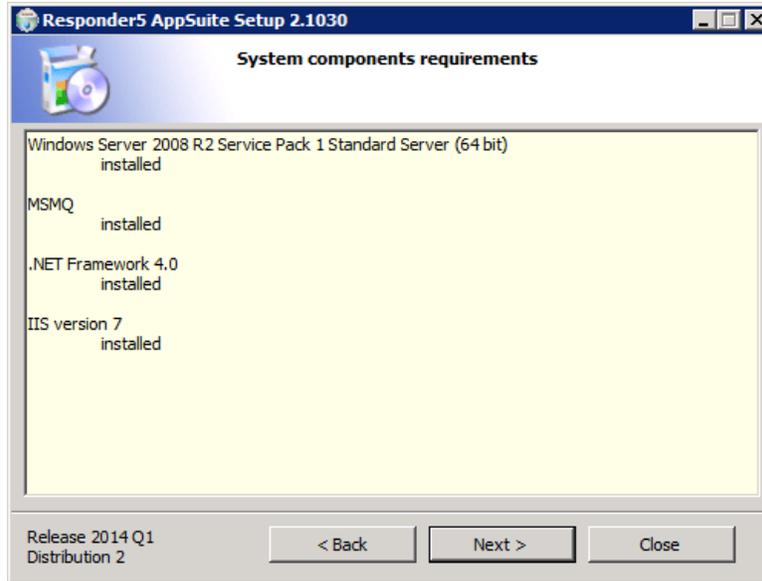


Figure 20: System Components Requirements

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

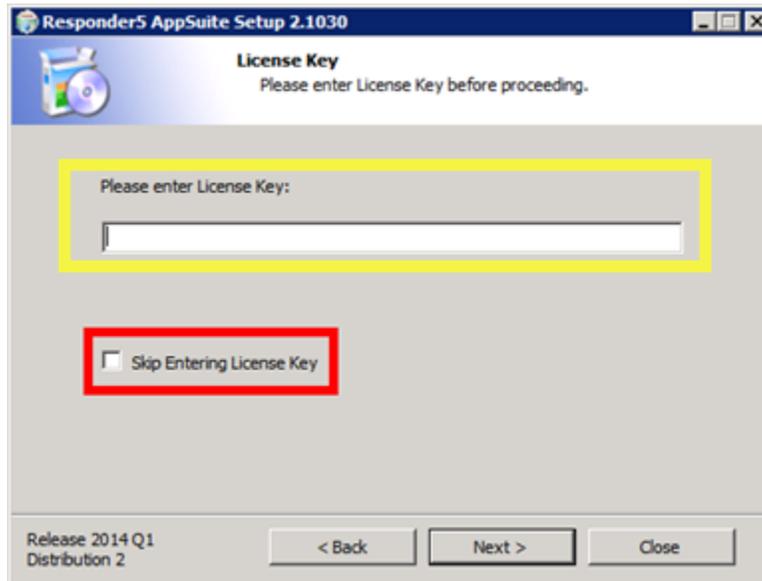


Figure 21: License Key

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

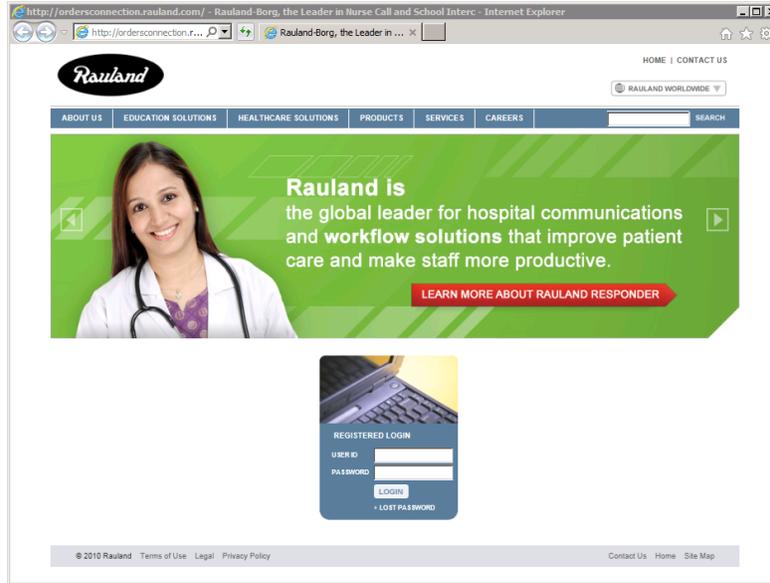


Figure 22: ROCO Portal

- 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:

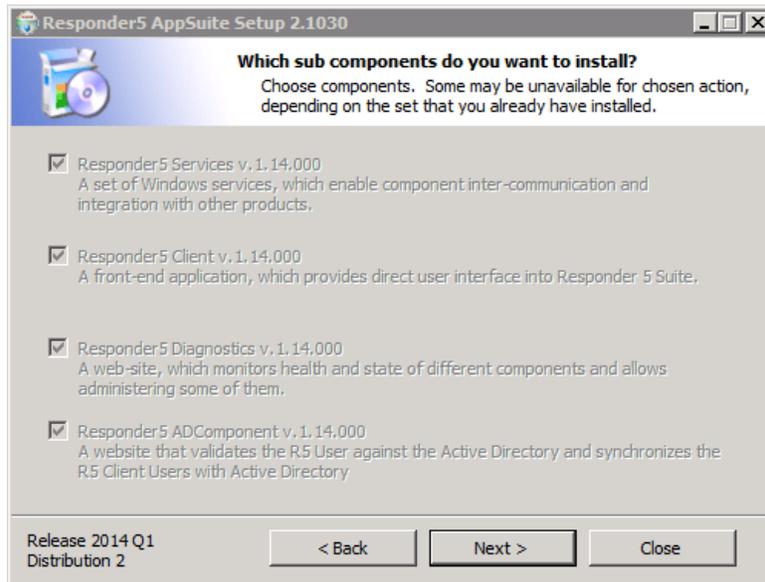


Figure 23: Sub Component Window

- 10 Click on Next.
- The “Connect to Databases” window will appear, bearing the following fixed and 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.

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.

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.

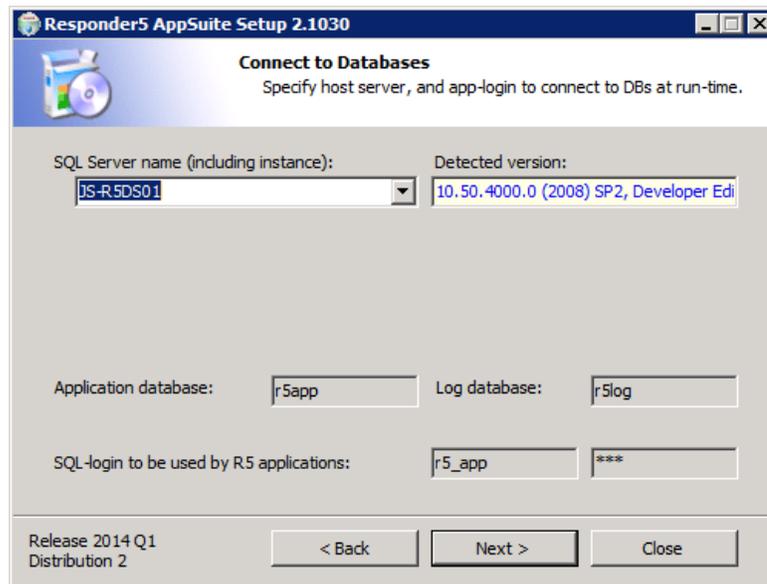


Figure 24: Connect to Databases Window

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

- **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\$).

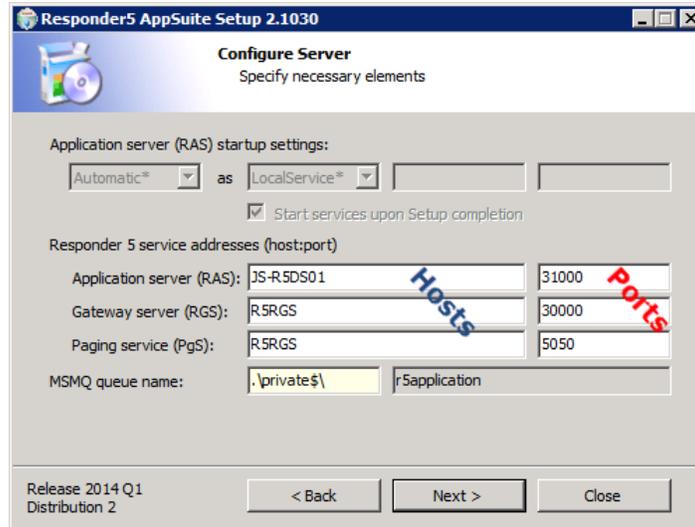


Figure 25: Configure Server

12. Click on Next.

- The Configure Client window will appear, bearing fixed fields:

Custom Install Option

- **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.

Custom 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. During the basic install routine, you’ll see, but not have access to, the Shortcut Name field.

Custom 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.” During the basic install routine, you’ll see, but not have access to, the CAS-command File Name field.

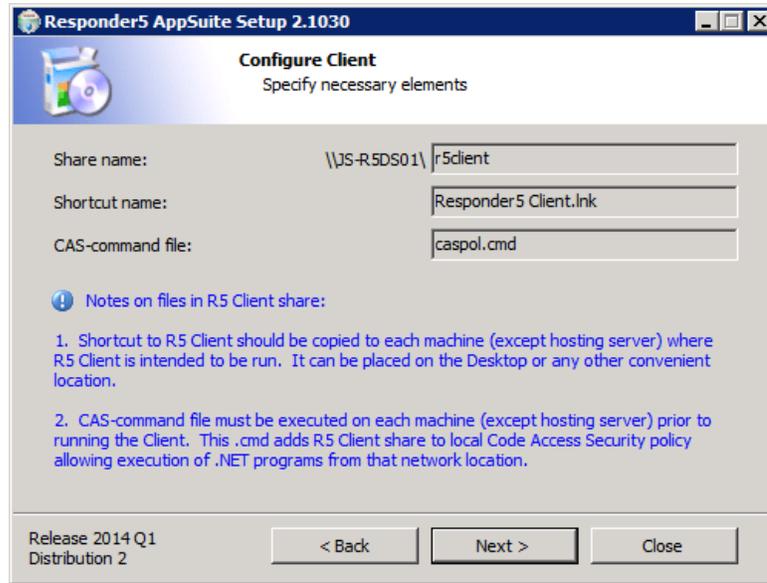


Figure 26: Configure Client

13 Click on Next.

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

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.

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.

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. During the basic install routine, you'll see, but not have access to, the Shortcut Name field.

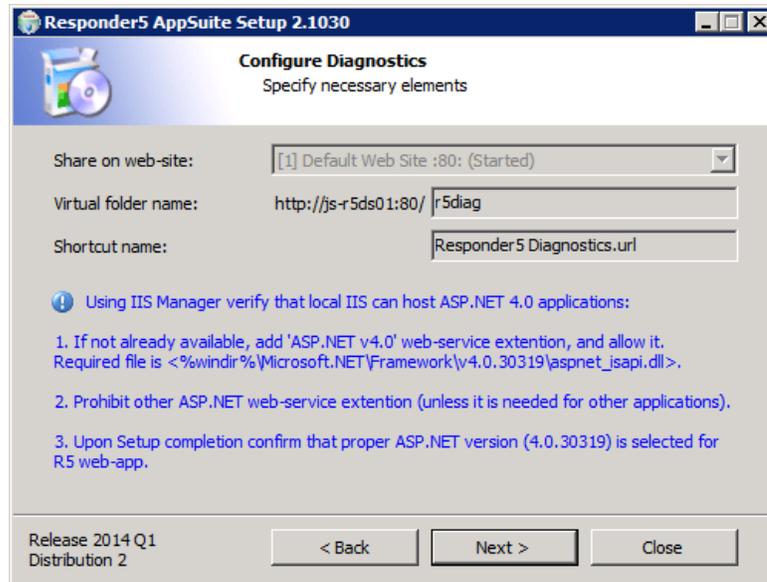


Figure 27: Configure Diagnostics

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.)

Custom Install Option

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

- **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

- **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.

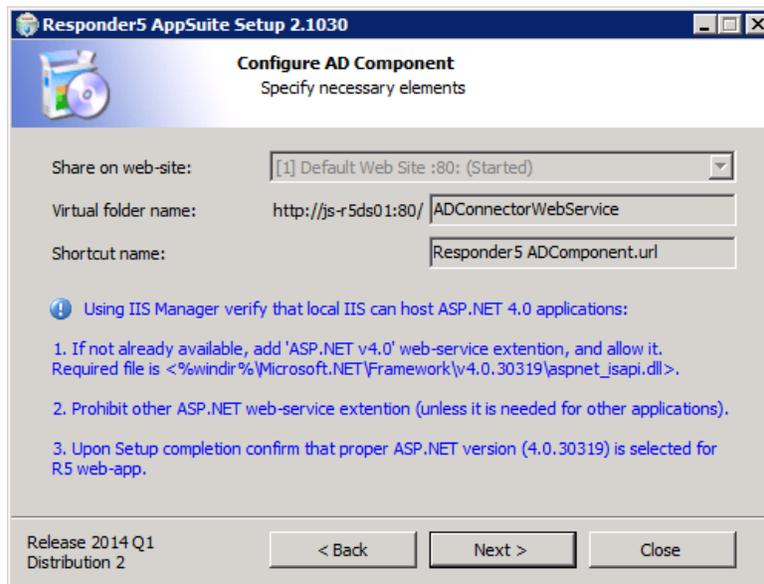


Figure 28: Configure AD Component

15 Click on Next.

- The Summary window will appear:

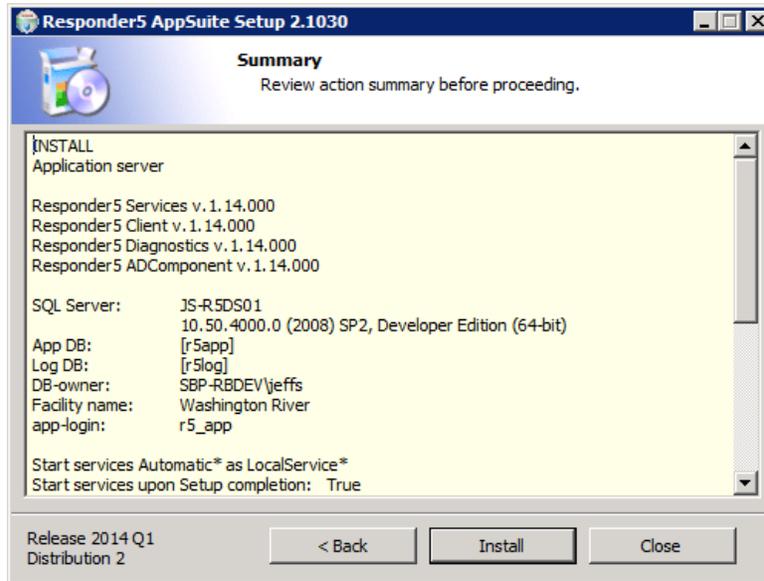


Figure 29: Setup Summary

16 Click on Install.

- The progress window will appear:

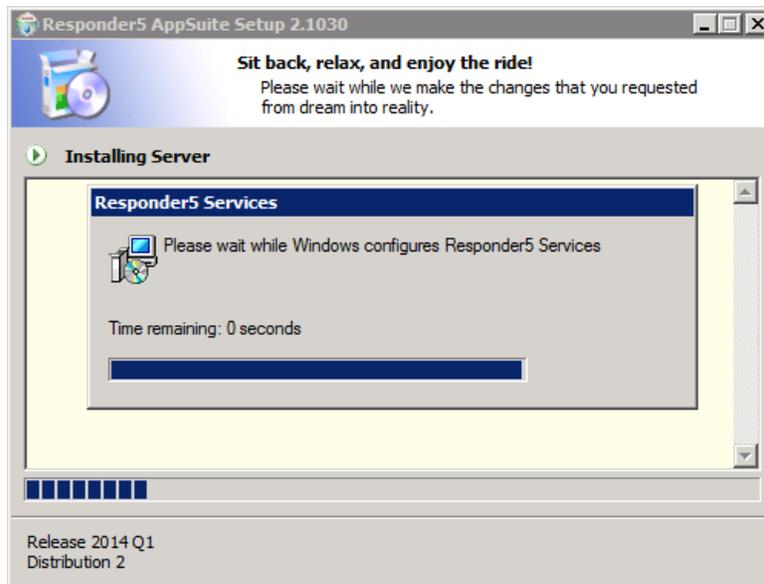


Figure 30: Progress Window

- The confirmation window will appear:

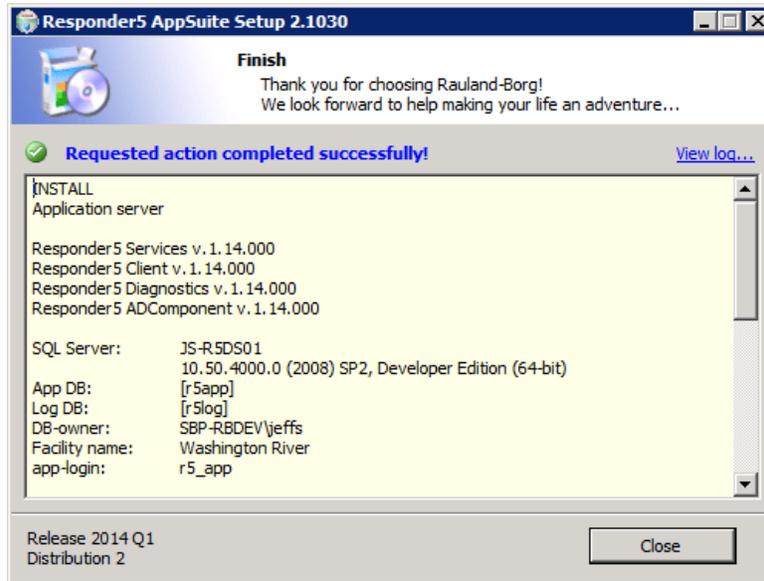


Figure 31: Confirmation Window

17 Click on Close.



Not able to configure a particular value? Perhaps you need to use the [Custom Install routine](#).

7

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:



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
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`

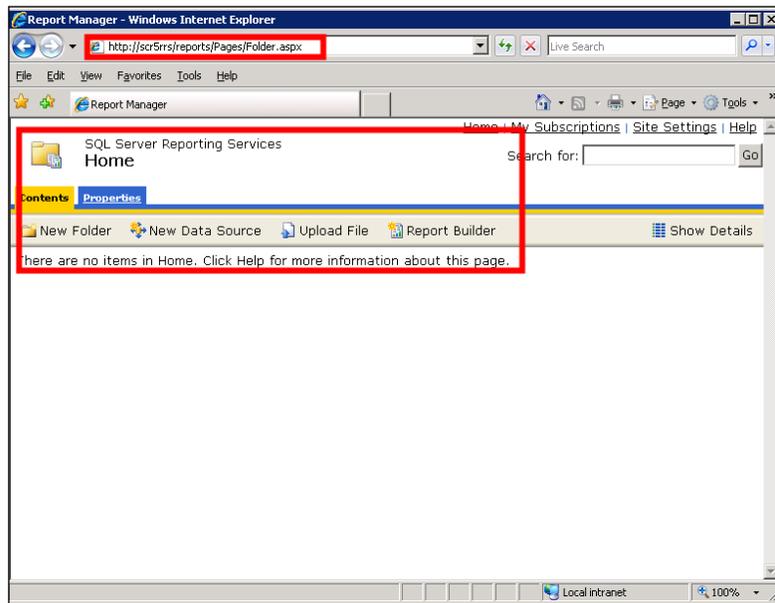


Figure 33: SQL Server Reporting Services Page

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$`.

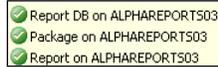
Installing the Report Server

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:



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:

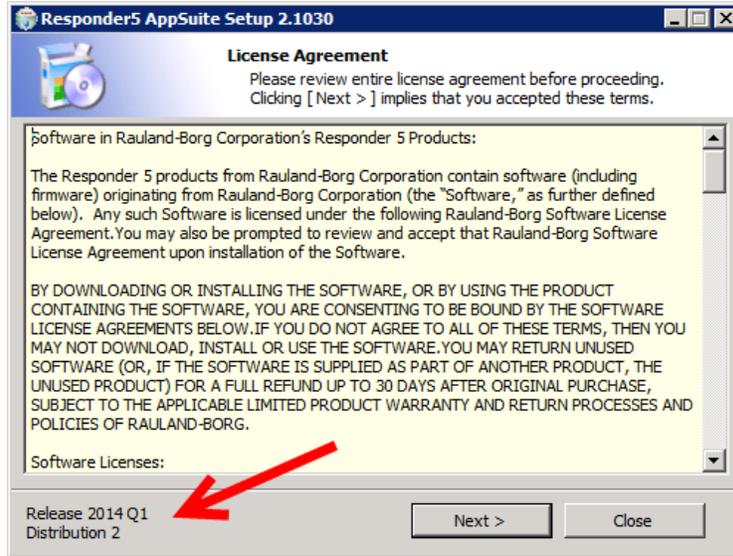


Figure 34: License Agreement

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

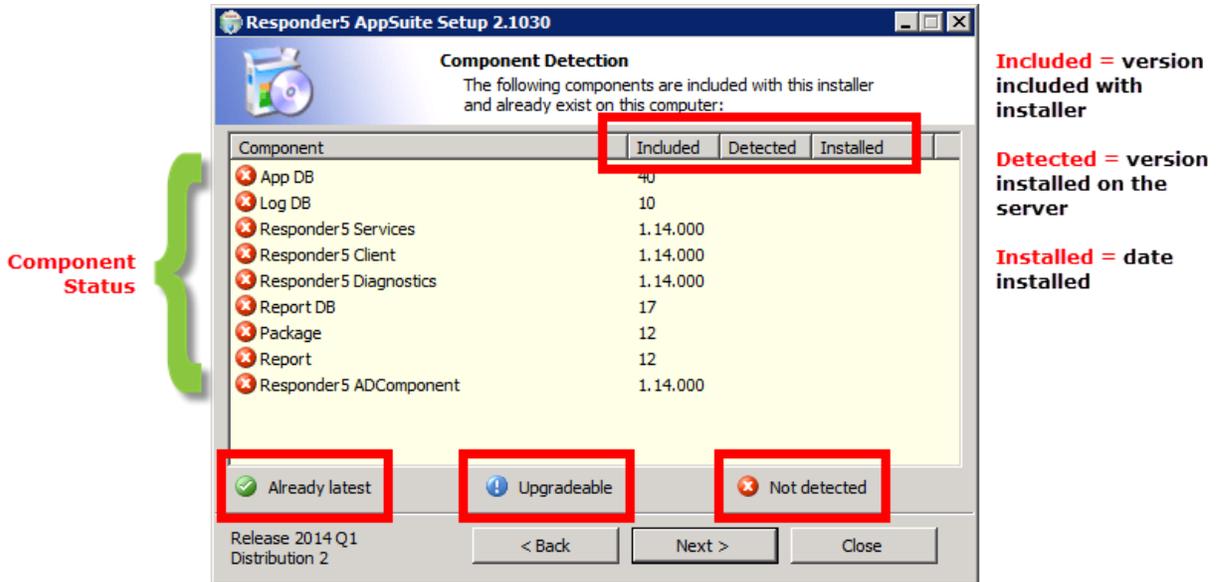


Figure 35: Component Detection

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

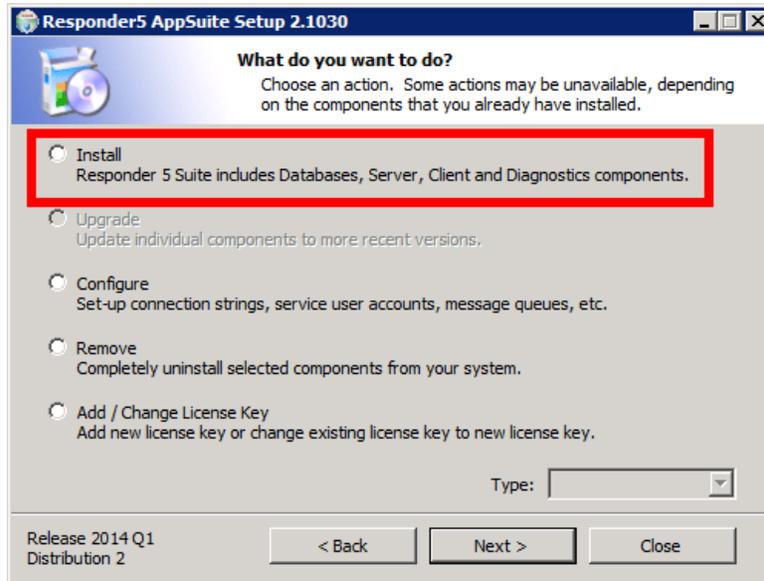


Figure 36: Setup Options

- 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:

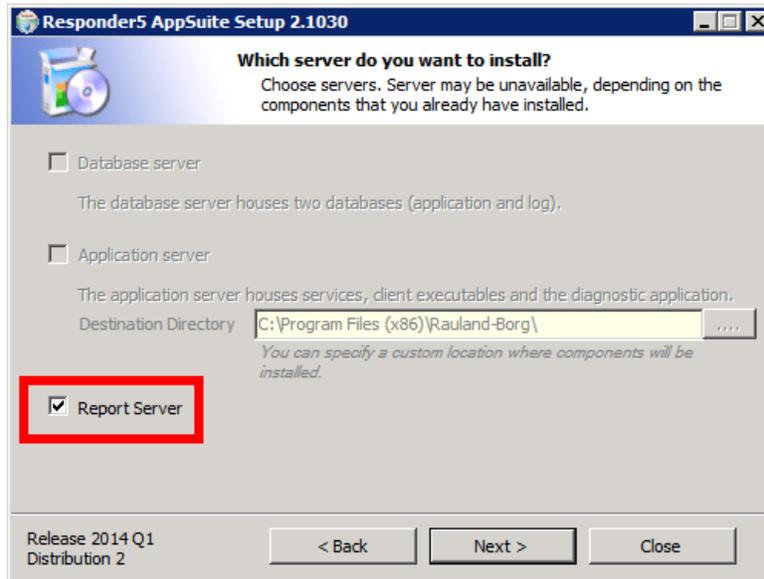


Figure 37: Server Selection

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

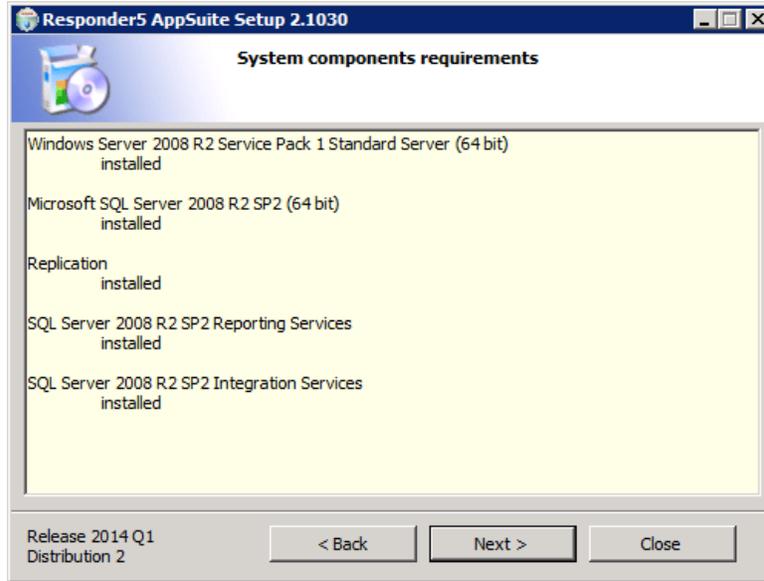


Figure 38: System Components Requirements

9 Click on Next.

- The “Configure Databases” window will appear; these databases store reporting data and query information required by the Reports Client:

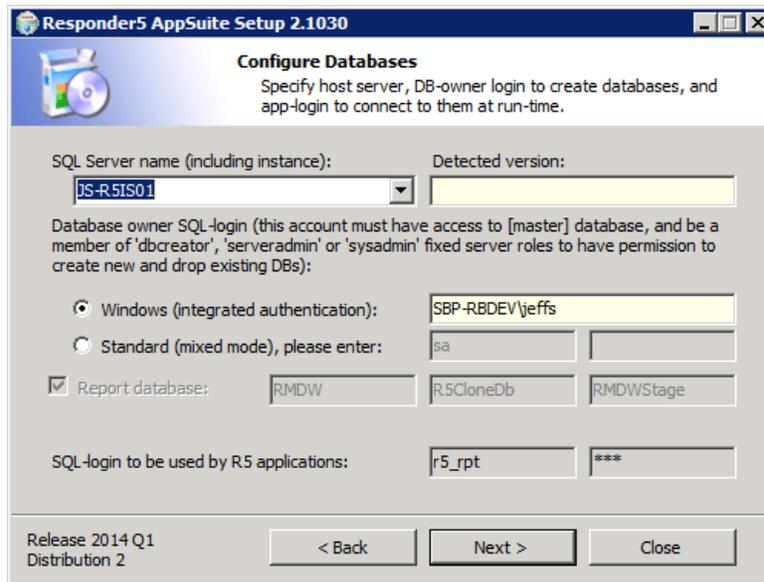


Figure 39: Configure Databases

- 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.

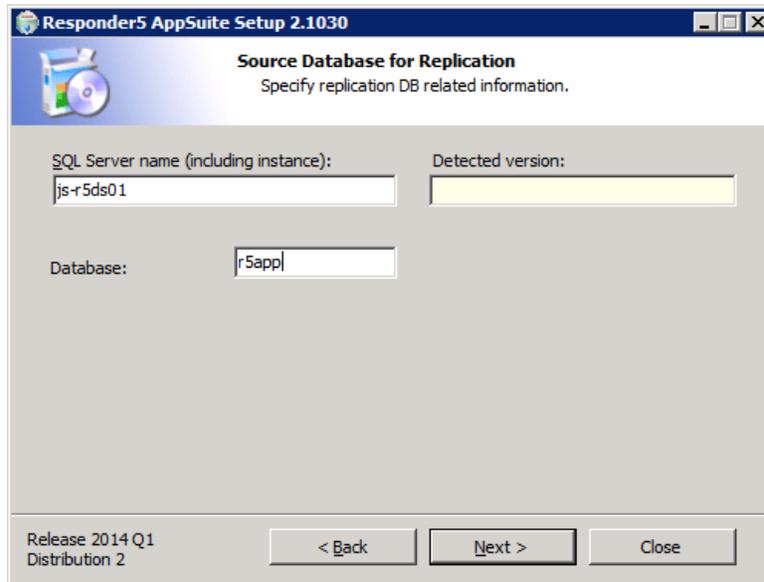


Figure 40: Source Database for Replication

- 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.

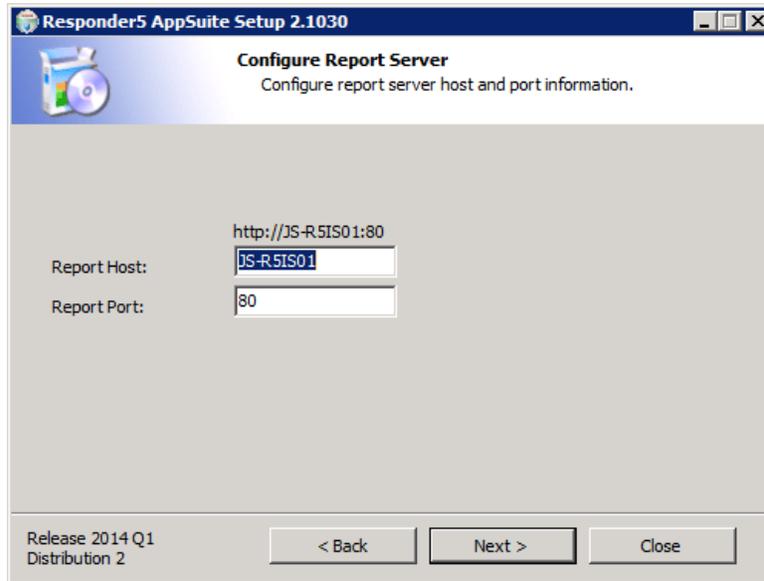


Figure 41: Configure Report Server

- 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:

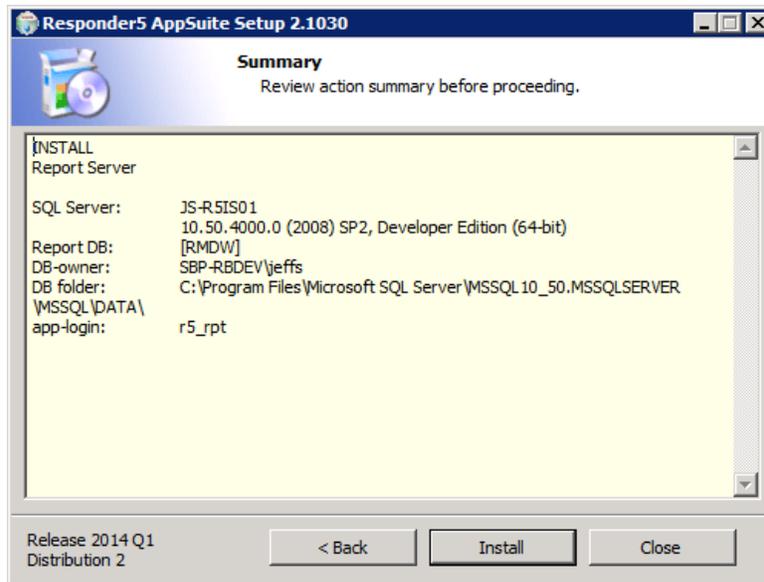


Figure 42: Summary

13 Click Install if you are satisfied with the details.

- The installation status windows will appear:

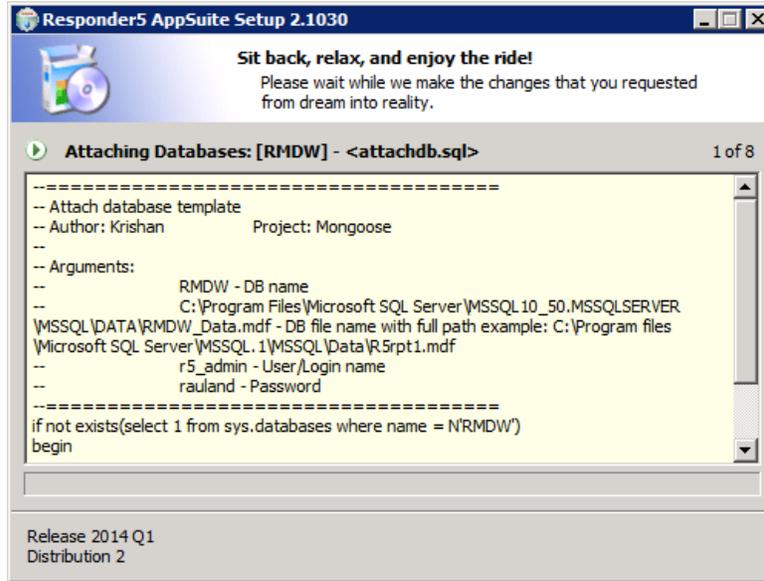


Figure 43: Installation Status

- The Finish confirmation will appear:

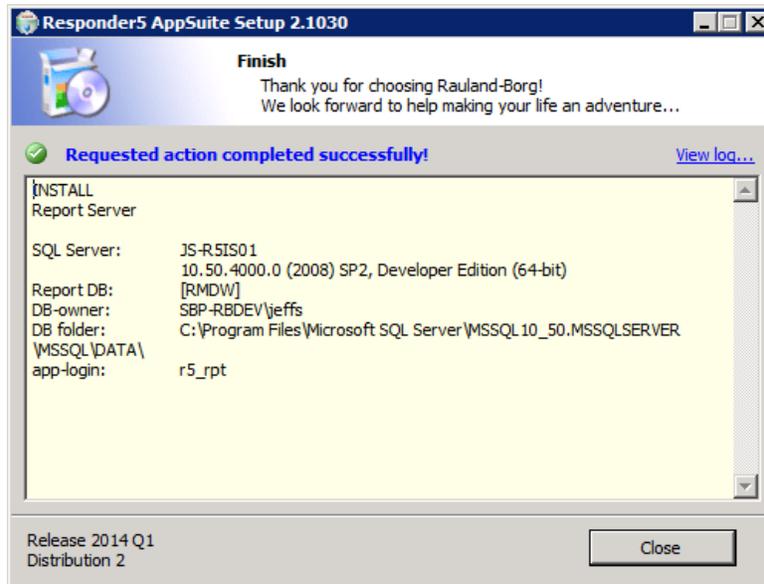


Figure 44: Finish Confirmation

- 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”).

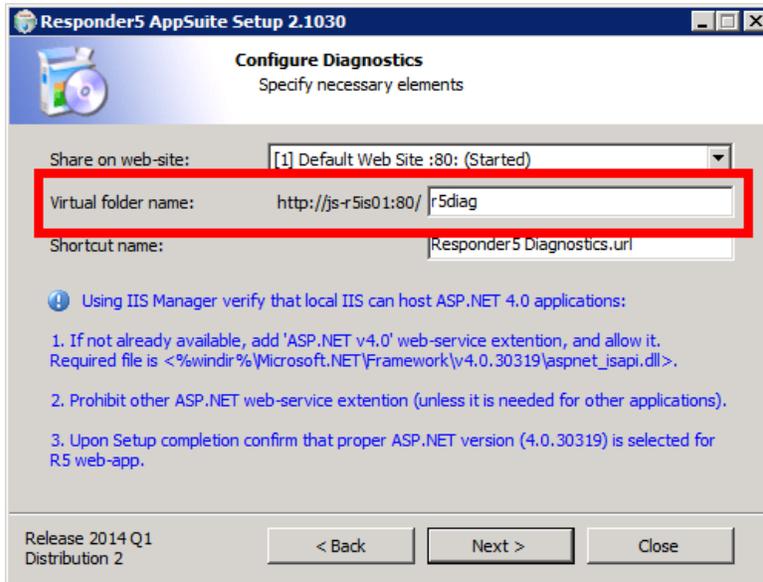


Figure 45: Configadure Diagnostics

- 2 Enter a valid username and password:

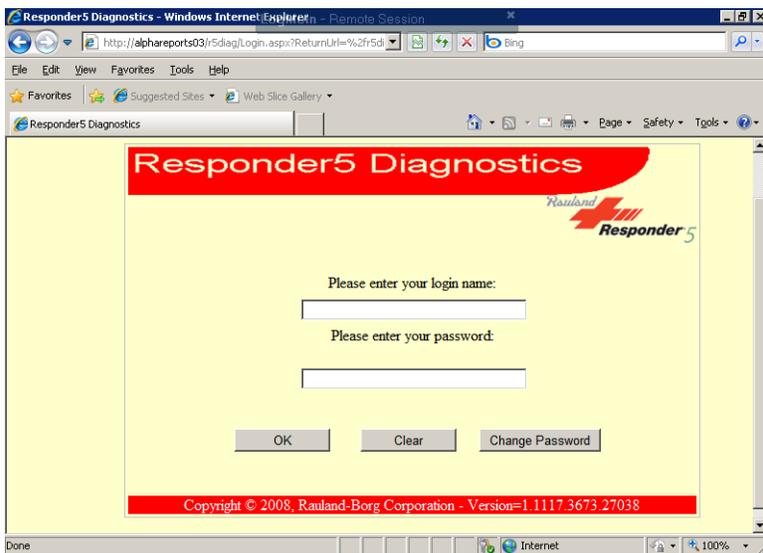


Figure 46: Diagnostics Top Site

- 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:

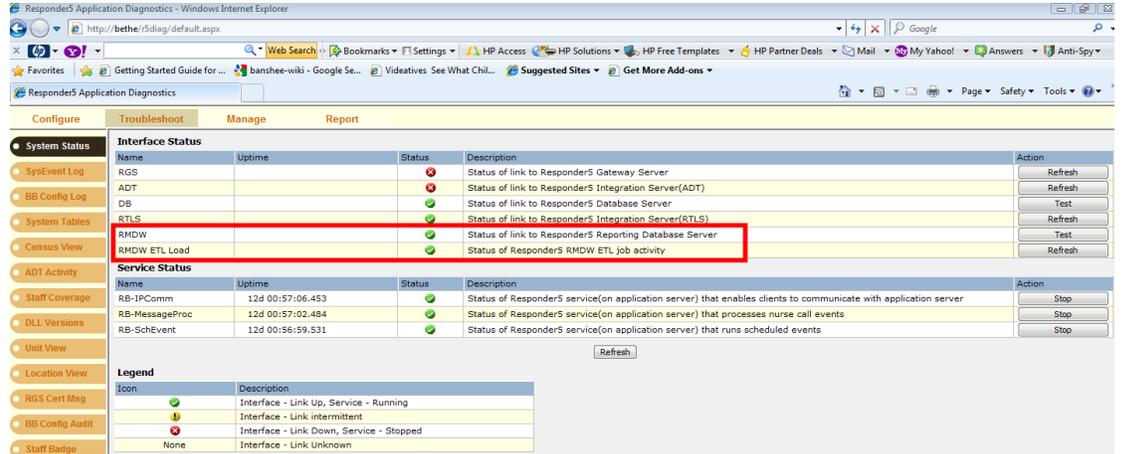


Figure 47: Diagnostics Home Page

- The green check icon should appear in the “status” column adjacent to the “RMDW” and “RMDW ETL Load” entries.

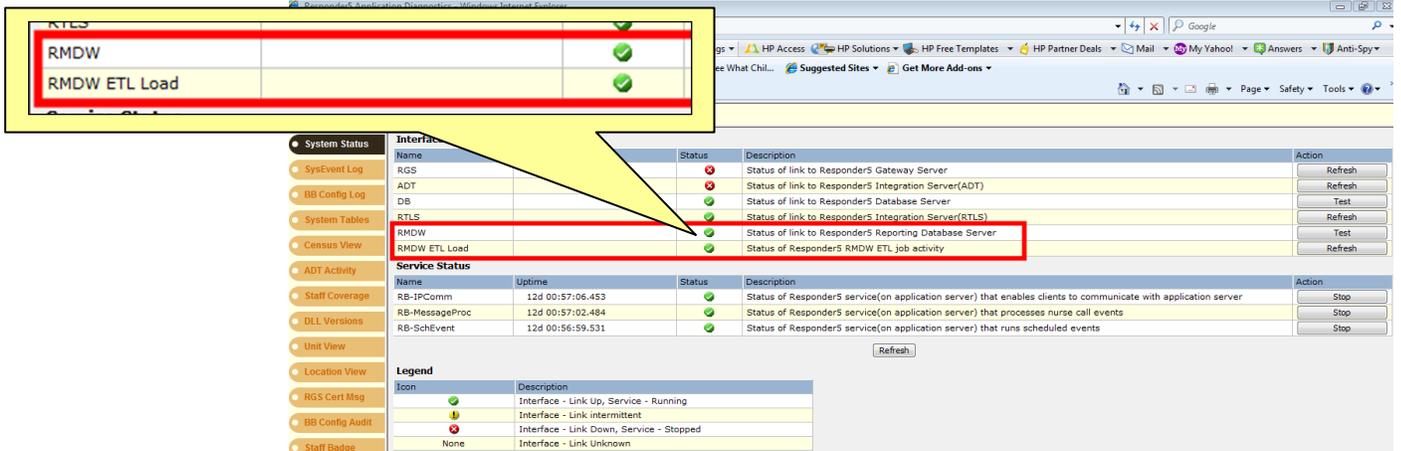


Figure 48: Diagnostics Top Site (Status Callouts)

- 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

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:

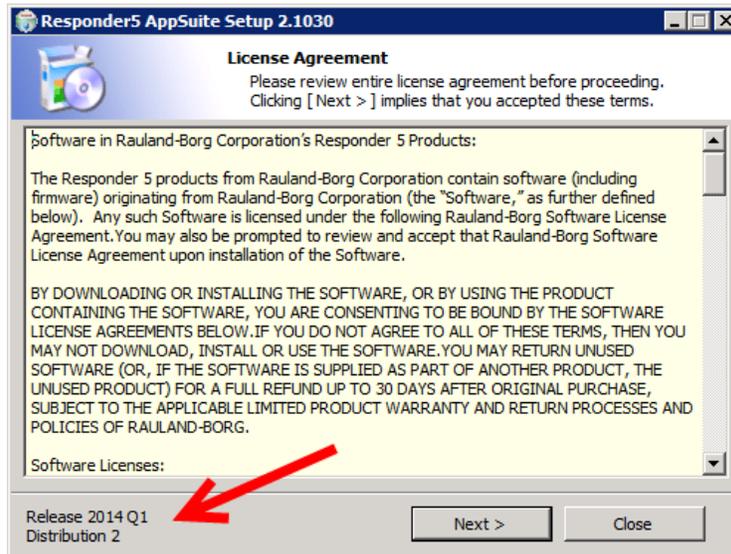


Figure 49: License Agreement

- 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

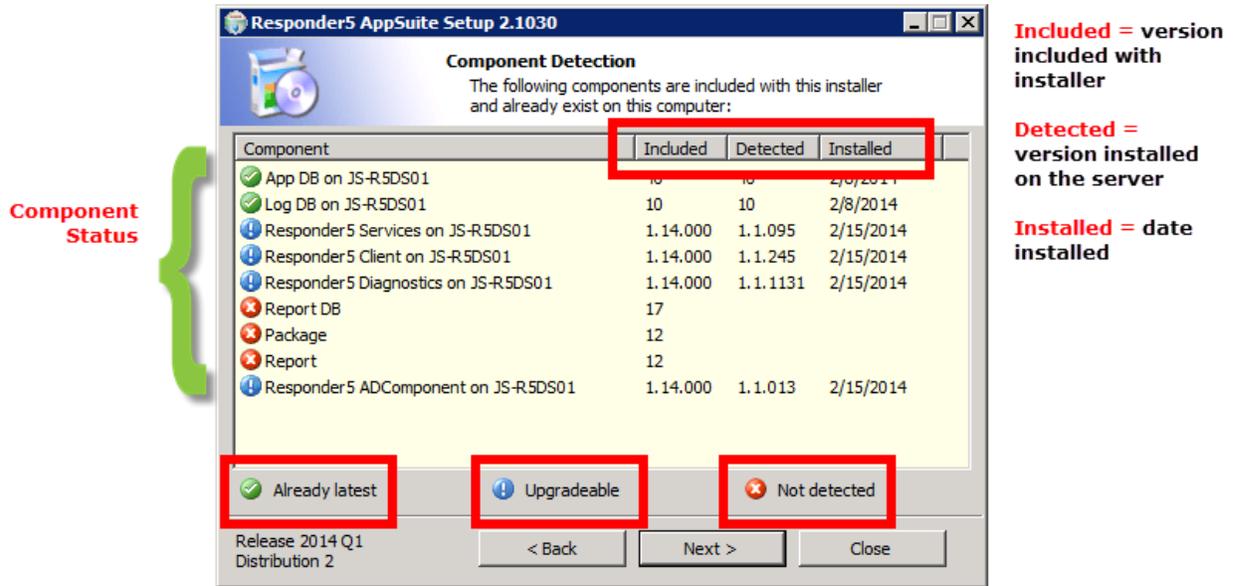


Figure 50: Component Detection

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

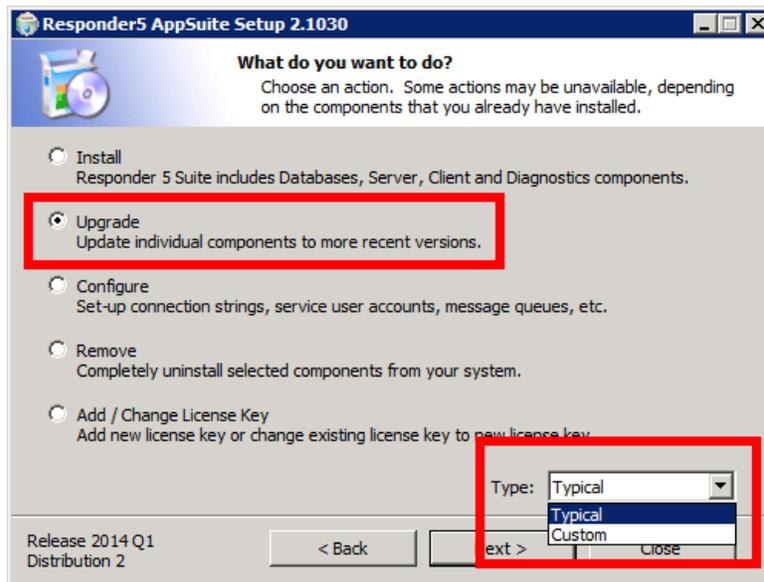


Figure 51: What Do You Want to Do?

- 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:

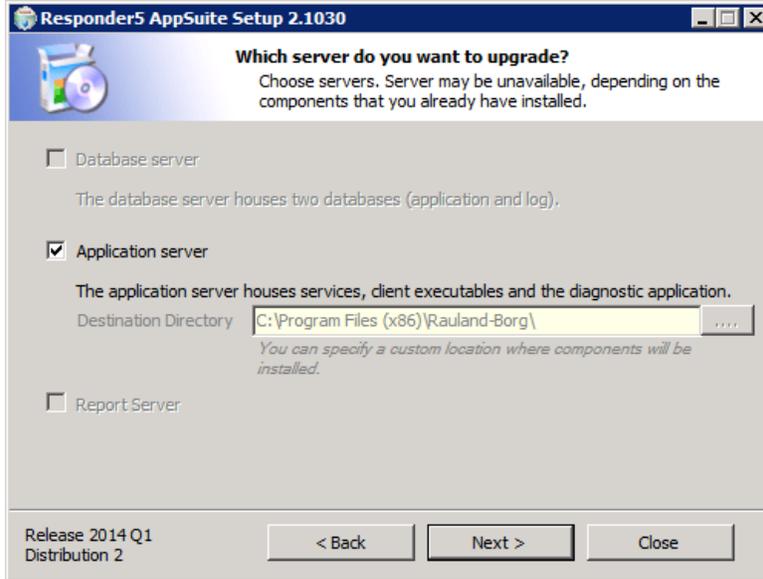


Figure 52: Sub-Component Selection

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

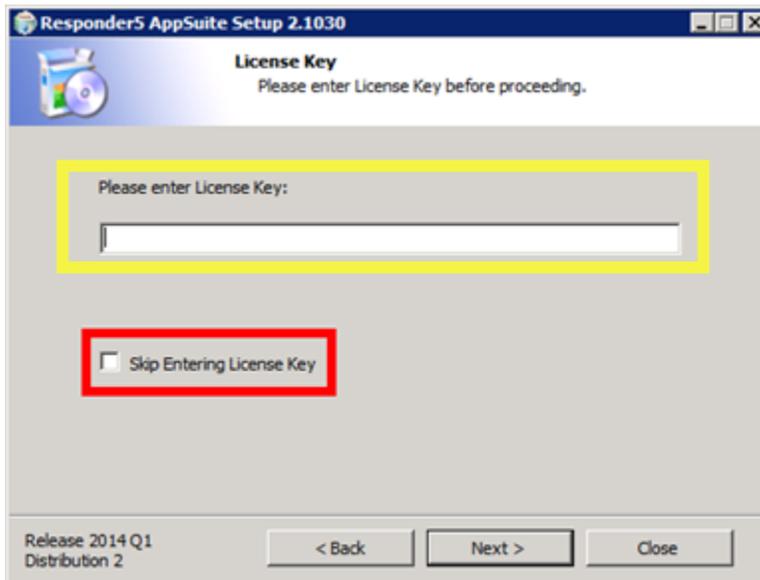


Figure 53: License Key

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

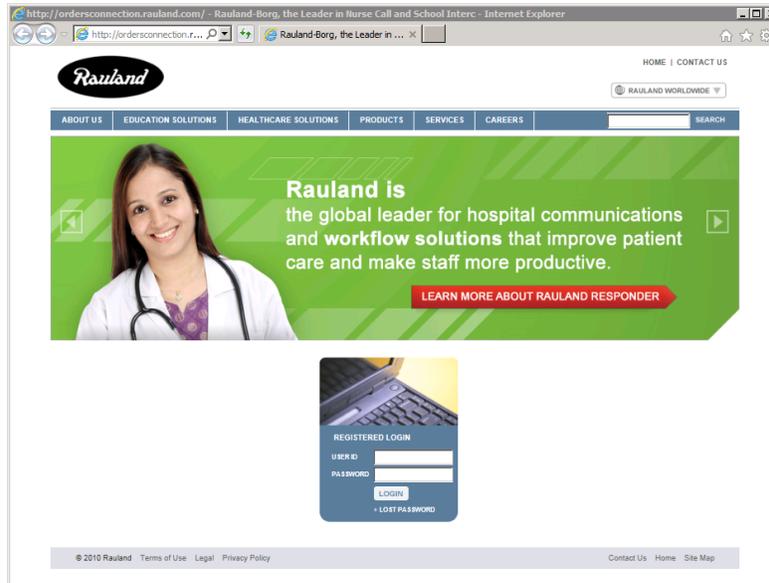


Figure 54: ROCO Portal

- 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:

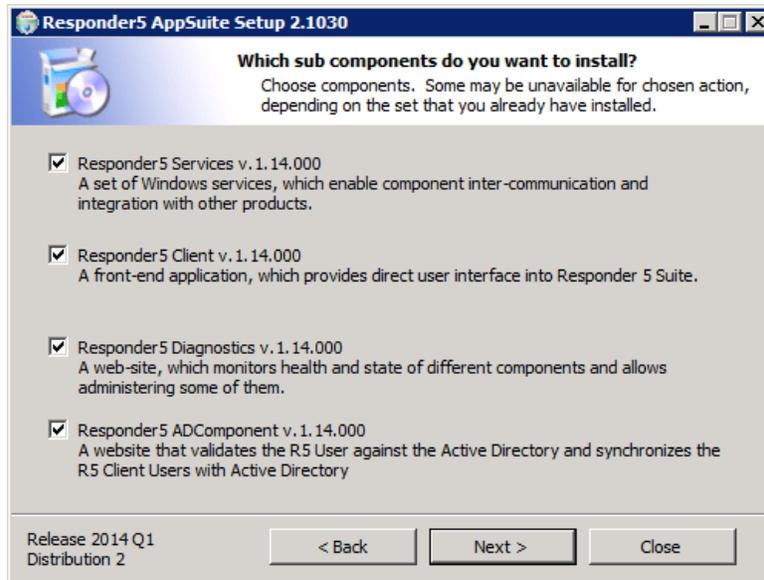
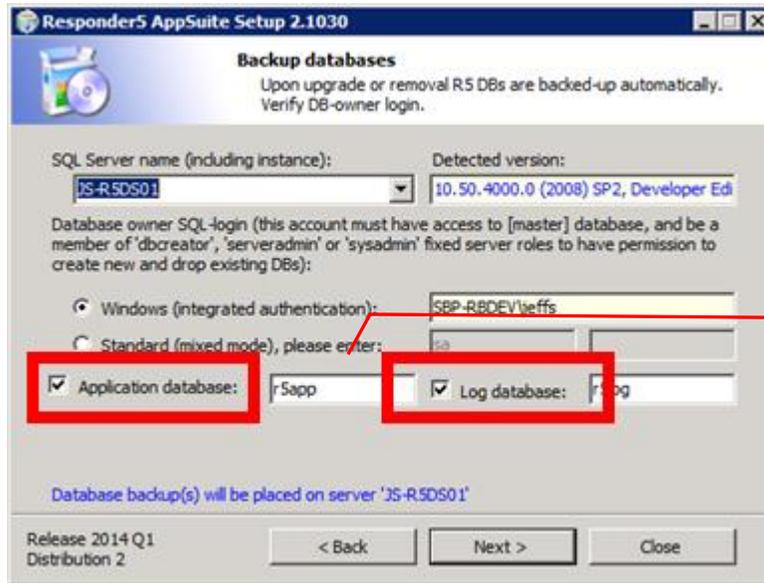


Figure 55: Sub-Component Selection (All Available)

- 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?”:



If you leave either of these backup boxes unchecked, you will have to confirm your choice. 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).

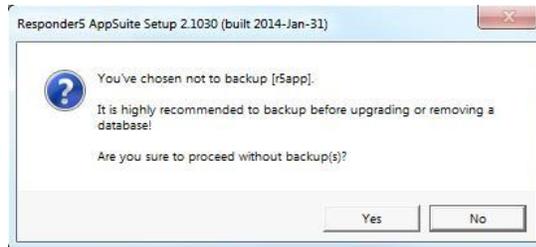


Figure 57: Refuse “r5app” Backup

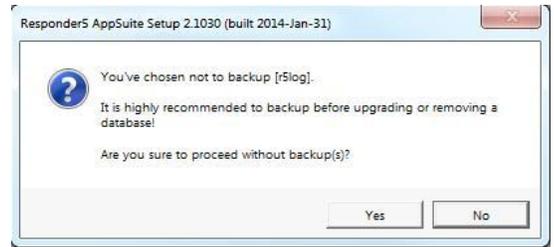


Figure 58: Refuse “R5log” Backup



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:

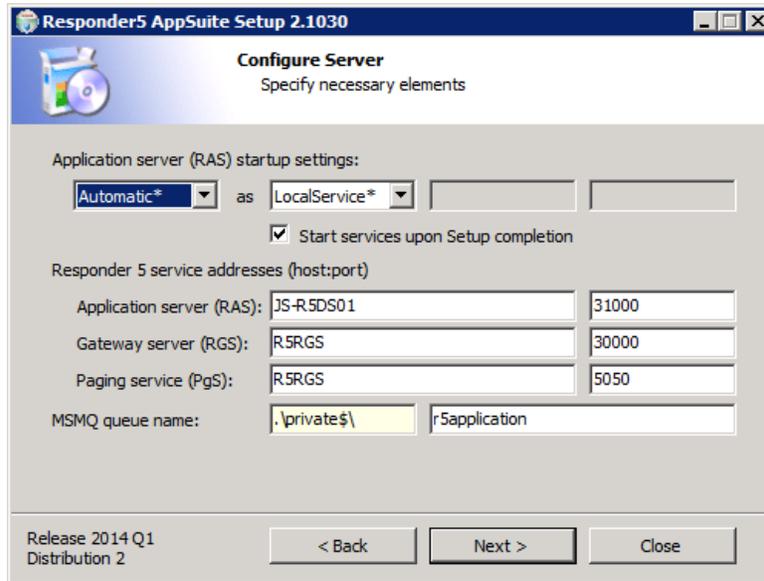


Figure 59: Configure Server

- 12 Configure your Server as desired.
 - Click [here](#) to review Server Configuration details.
- 13 Click on Next.
 - The Configure Client window will appear:

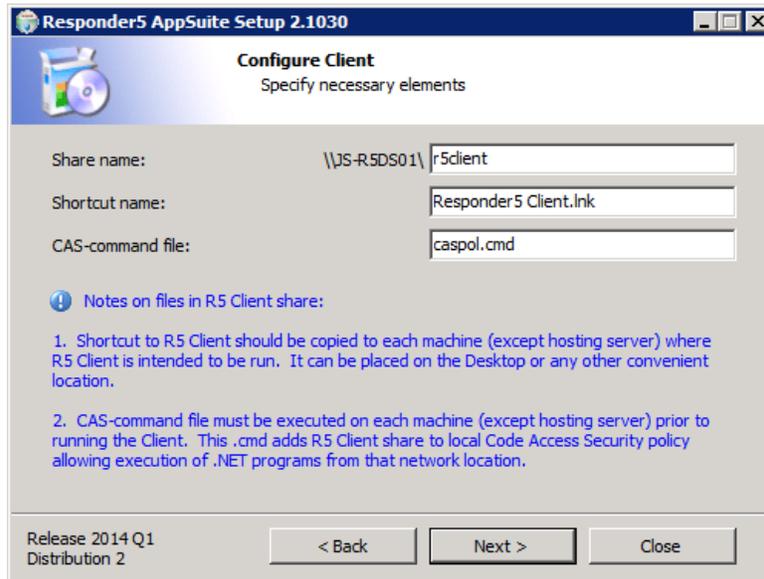


Figure 60: Configure Client

- 14 Configure the Client as desired.
 - Click [here](#) to review Client Configuration details.
- 15 Click on Next.
 - The Configure Diagnostics window will appear:

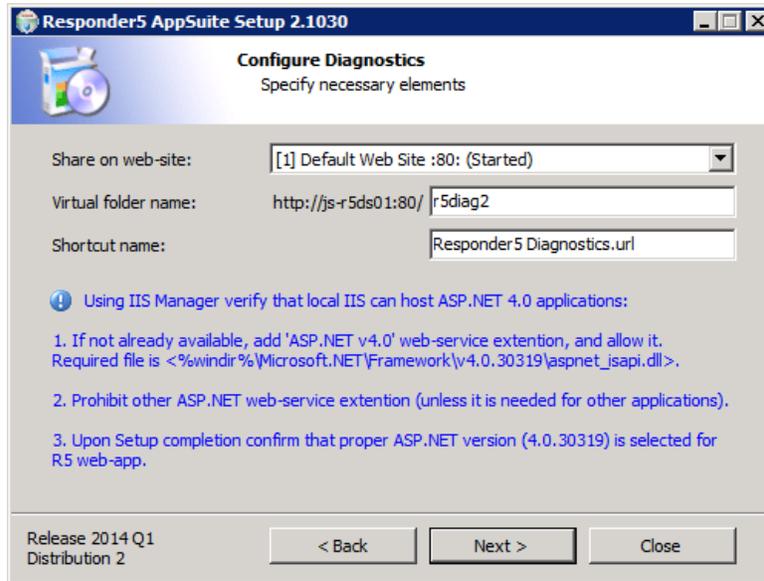


Figure 61: Configure Diagnostics

- 16 Configure Diagnostics as desired.
 - Click [here](#) to review Diagnostics details.
- 17 Click on Next.
 - The Configure AD Component window will appear:

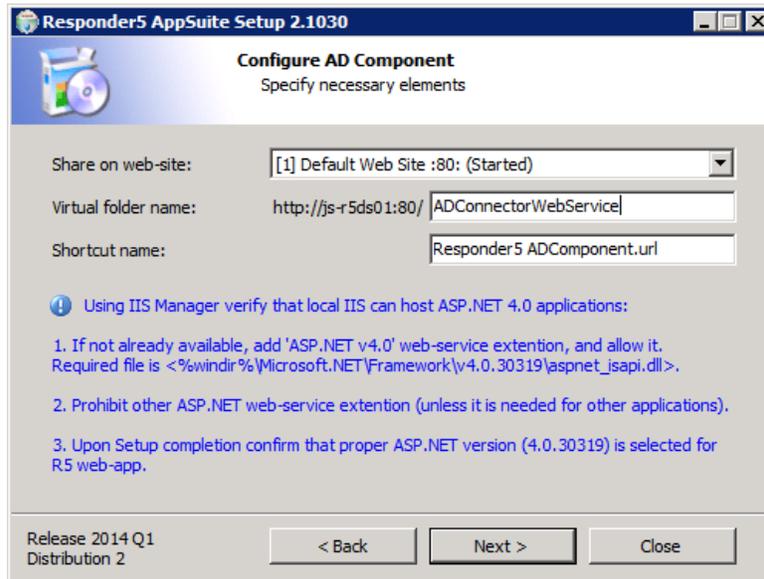


Figure 62: Configure AD Component

- 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:

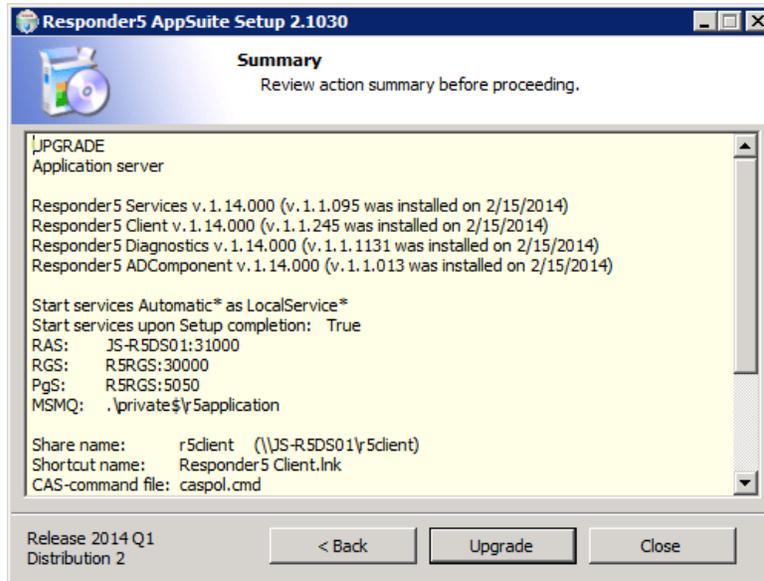


Figure 63: Summary

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

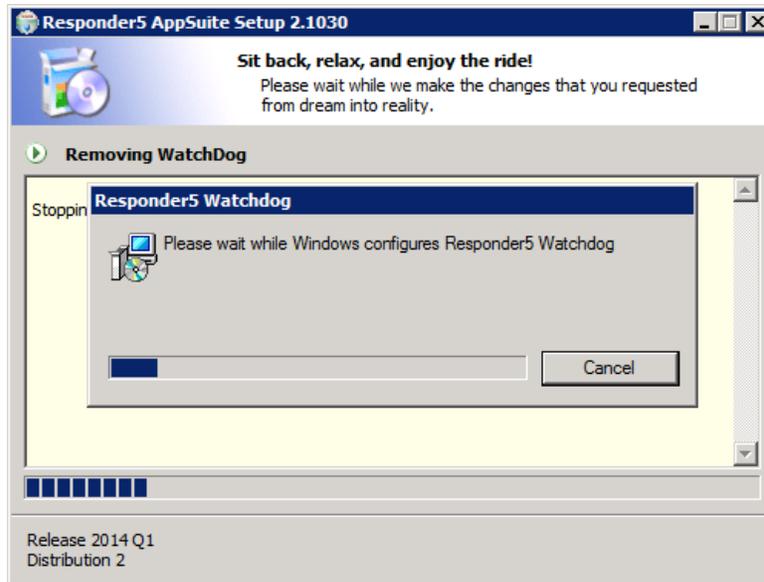


Figure 64: Upgrade Progress

- The upgrade complete window will appear:

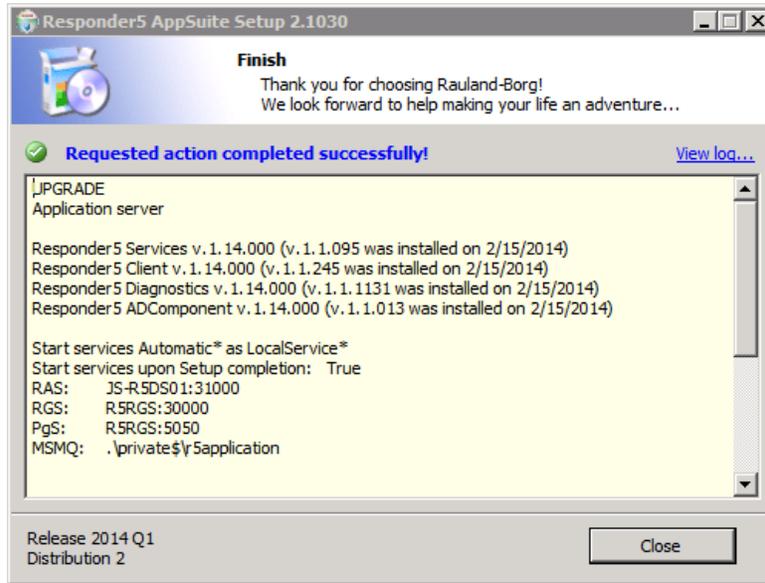


Figure 65: Upgrade Complete

- 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:

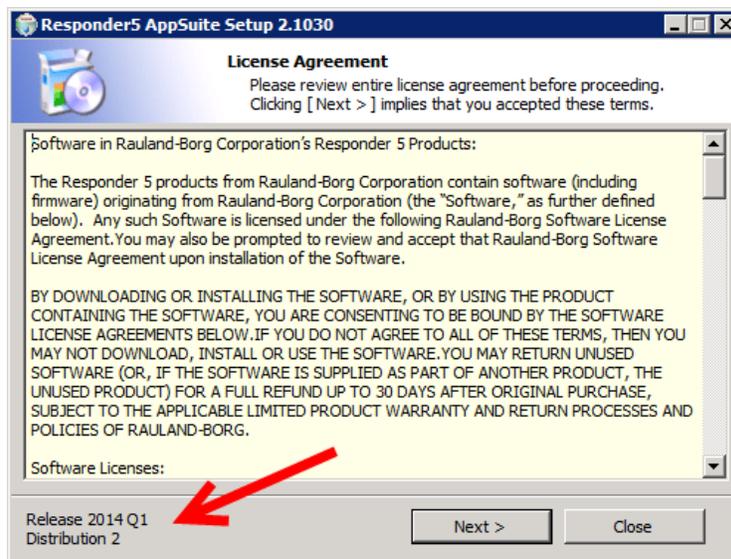


Figure 66: License Agreement

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

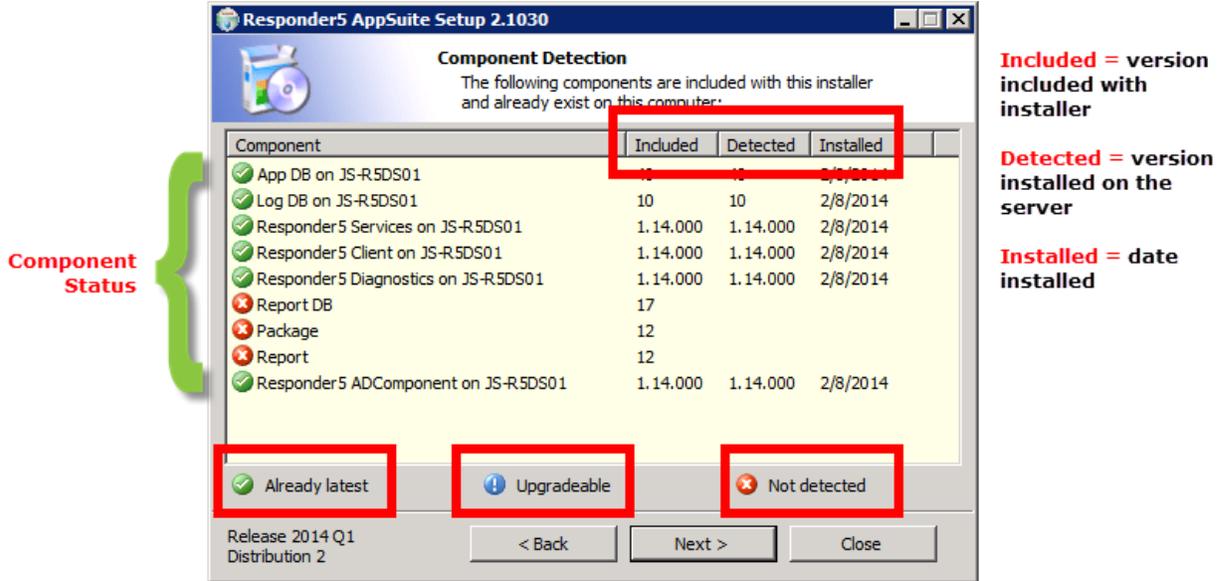


Figure 67: Component Detection

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

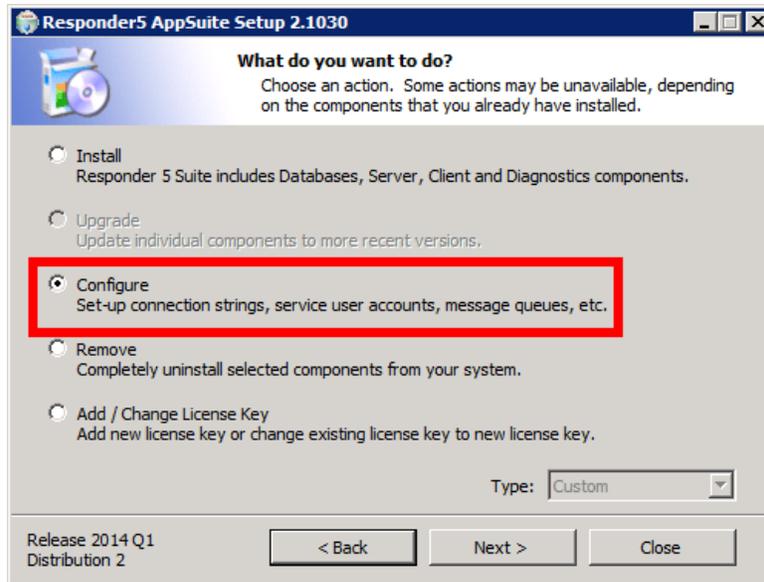


Figure 68: Setup Options

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

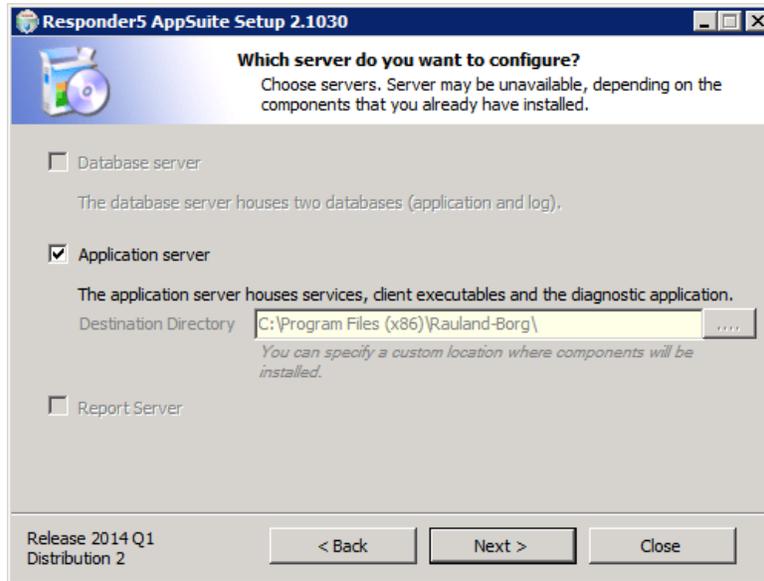


Figure 69: Configuration Selection

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

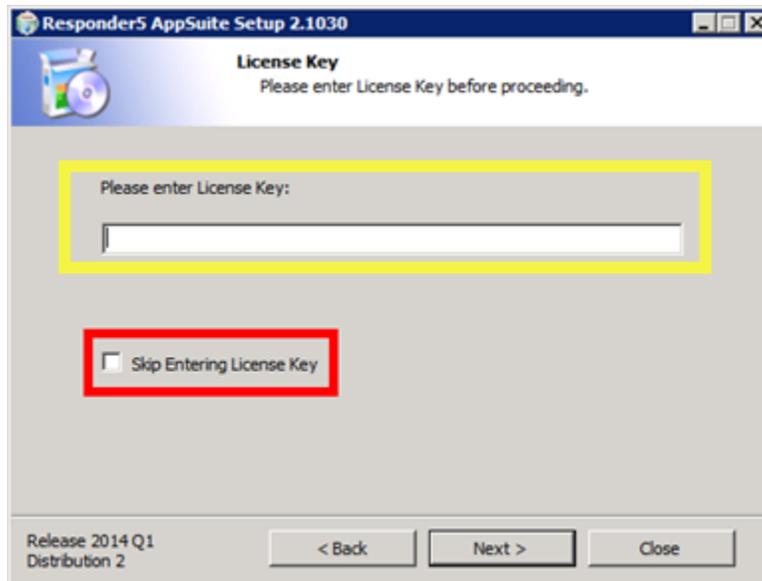


Figure 70: License Key

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

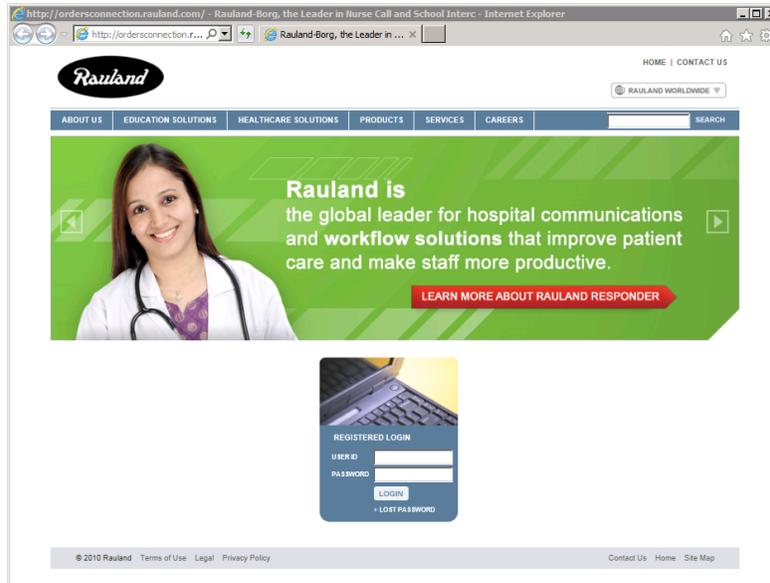


Figure 71: ROCO Portal

- 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:

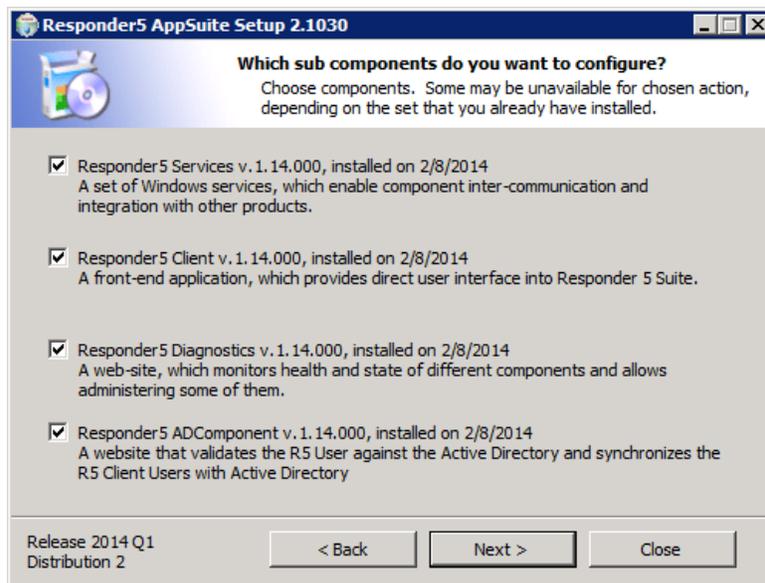


Figure 72: Which Sub-components Do You Want to Configure

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 **cert**ain, but not **all** Server, Client, and Diagnostics settings. Uneditable settings in the basic install are grayed out.



Application database: Log database:

SQL-login to be used by R5 applications:

Figure 73: Basic Configure Example

You'll find relevant field explanations and installation instructions in Appendix A, the [Custom Initial Installation](#) chapter.

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

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.
- **Application Database:** a relational SQL databases used to store application data on the Database Server. In the basic configuration routine, you'll see, but not have access to, the Application database and database name options.
- **Log database:** Log database: a relational SQL databases used to store diagnostic data on the Database Server. In the basic configuration routine, you'll see, but not have access to, the Log database and database name options.
- **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

Custom Install Option

Custom Install Option

Custom Install Option

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:

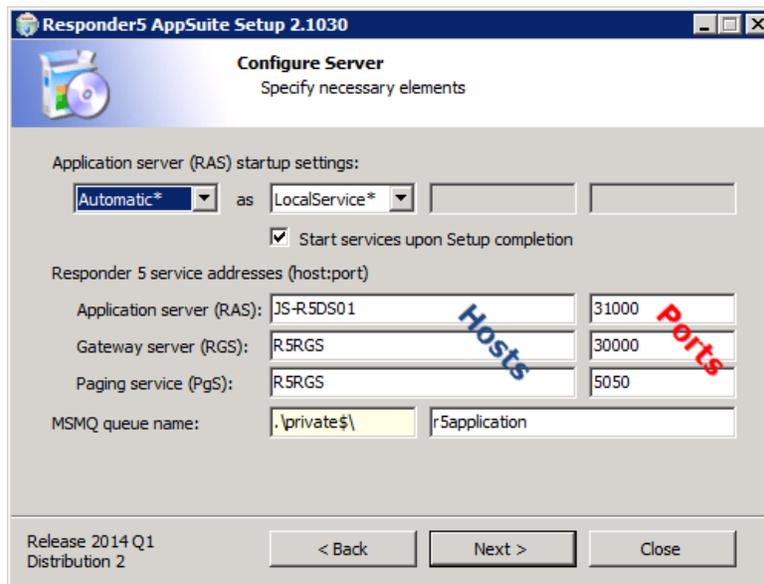


Figure 75: Configure Server

- 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.

Custom Install Option

11 Click on Next.

- The Configure Client window may display, bearing the following fixed fields:

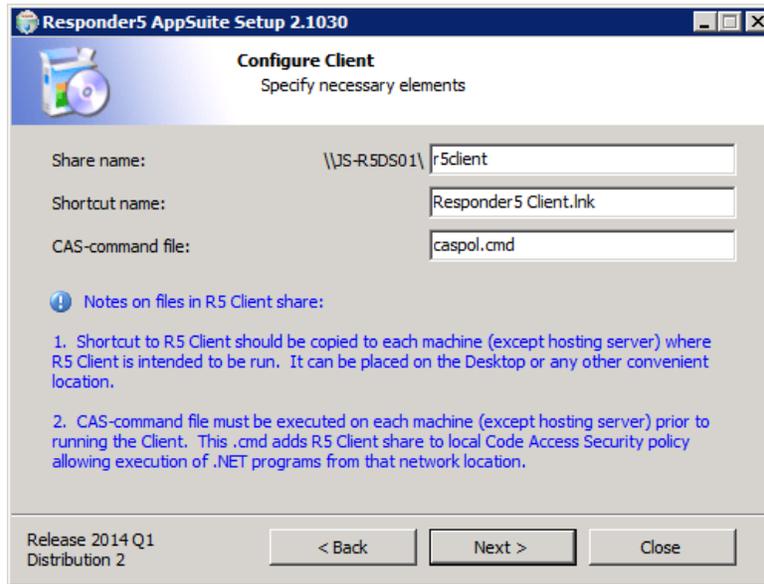


Figure 76: Configure Client

- **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.
- **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.”

Advanced Install Option

Advanced Install Option

12 Click on Next.

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

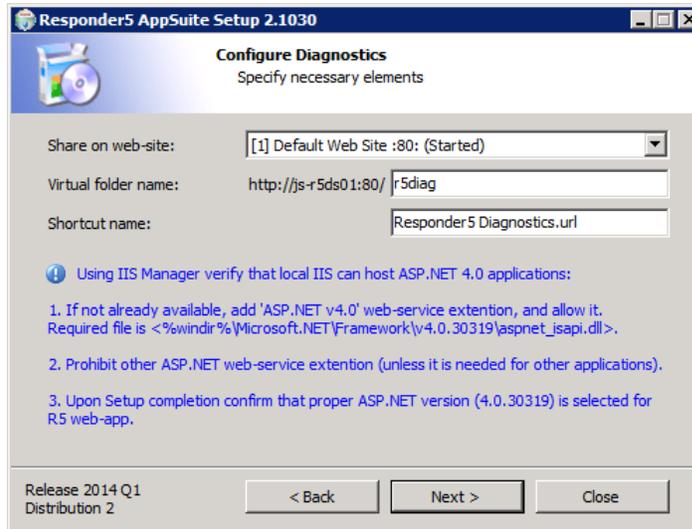


Figure 77: Configure Diagnostics

- 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).”
 - Custom Install Option
 - **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
 - **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:

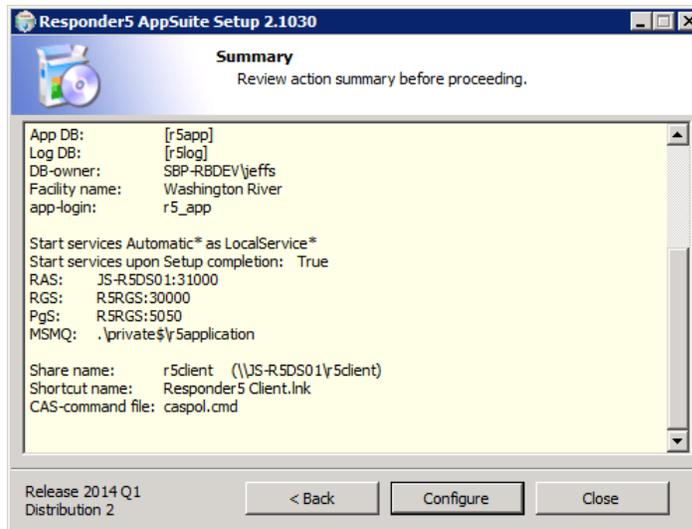


Figure 78: Configuration Summary

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

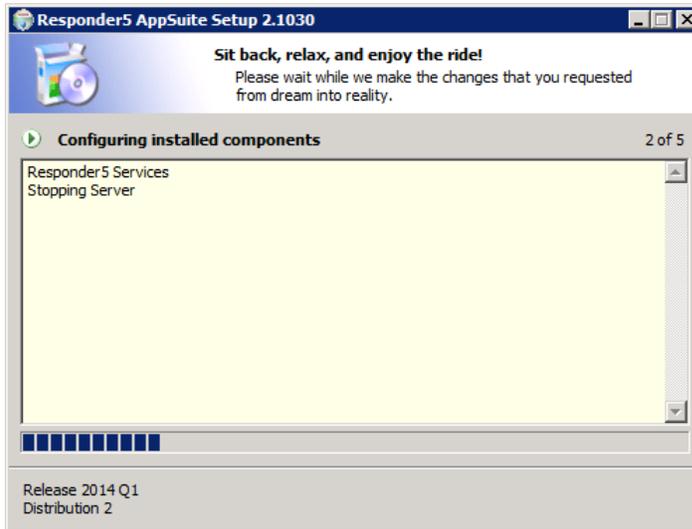


Figure 79: Progress Window

- The Confirmation window will appear:

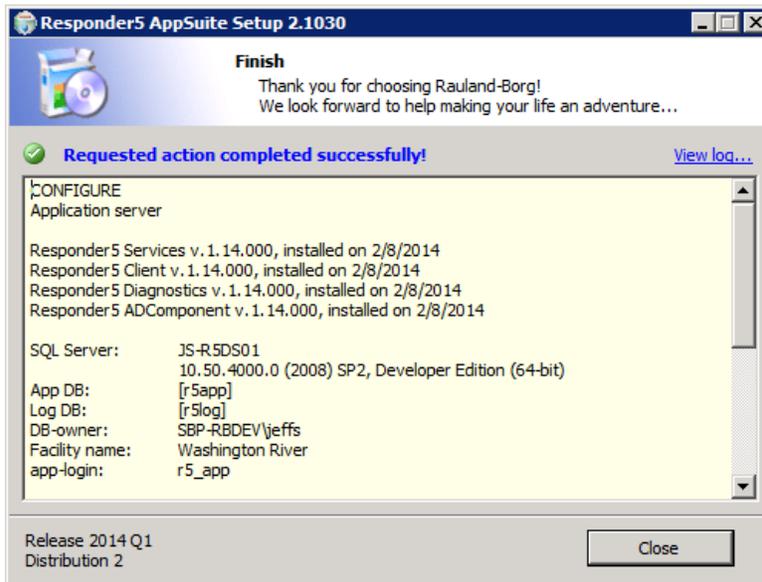


Figure 80: Configuration Verification

- 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:

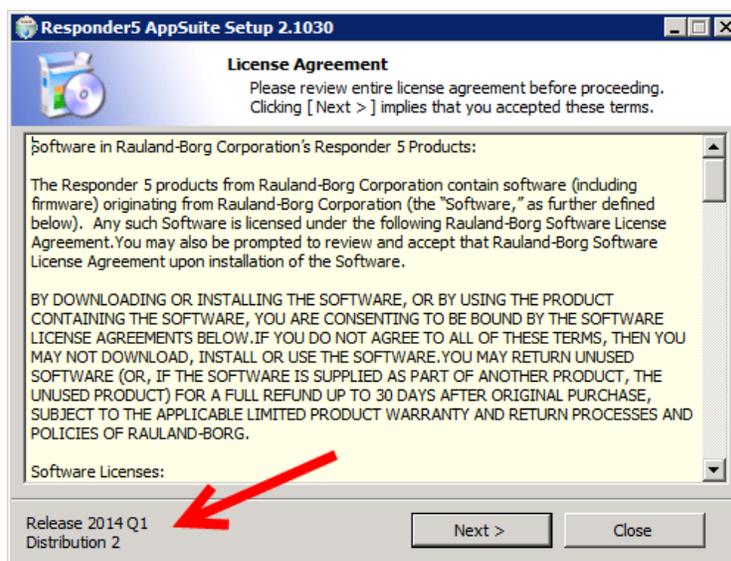


Figure 81: License Agreement

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

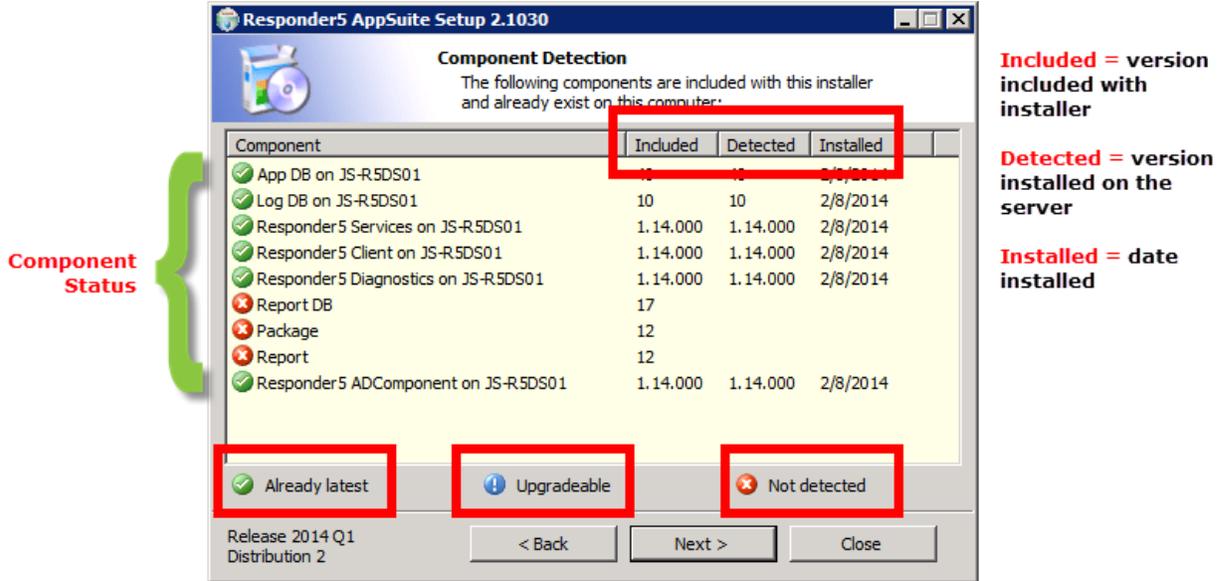


Figure 82: Component Detection

- 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:

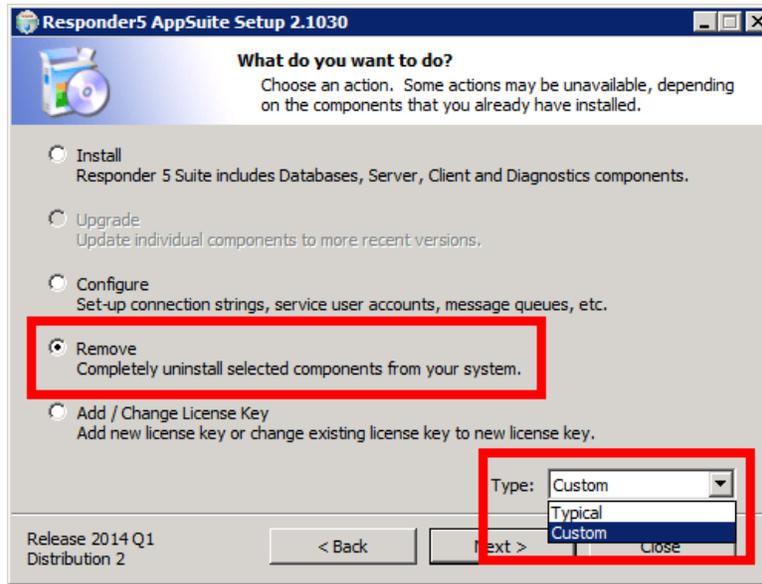


Figure 83: What Do You Want to Do?

- 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:

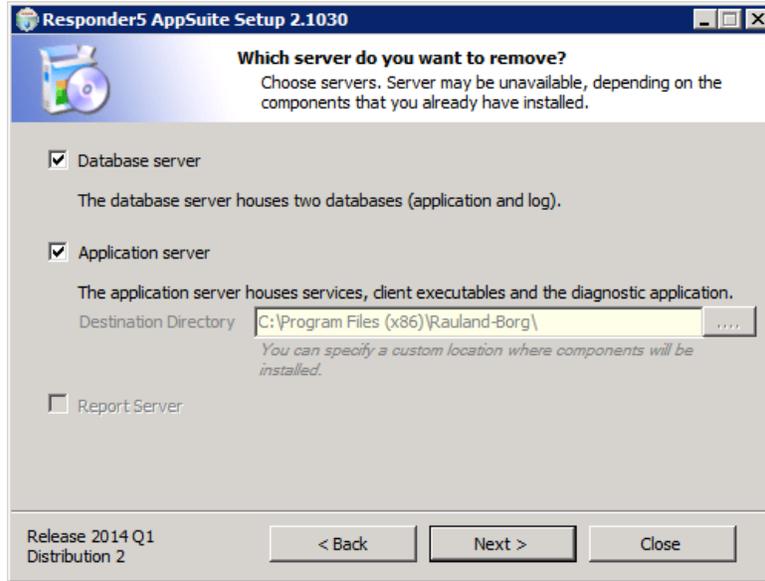


Figure 84: Which Server Do You Want to Remove?

- 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:

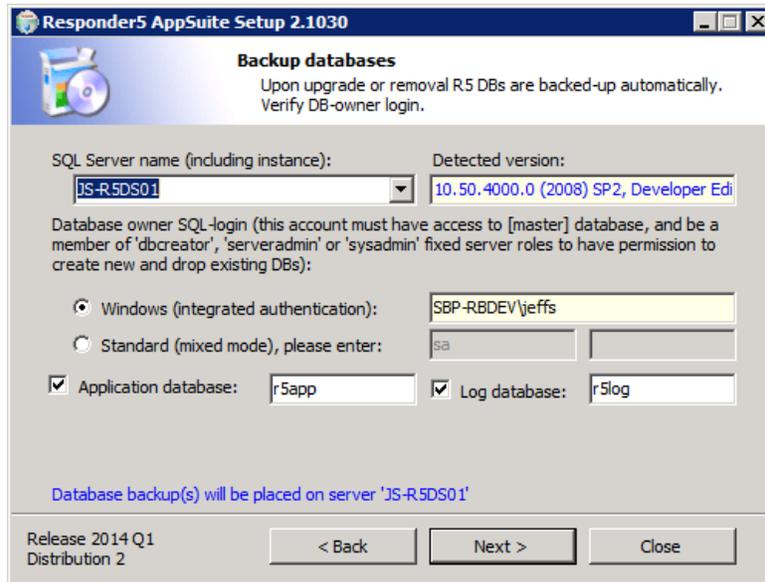


Figure 85: Backup Databases

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

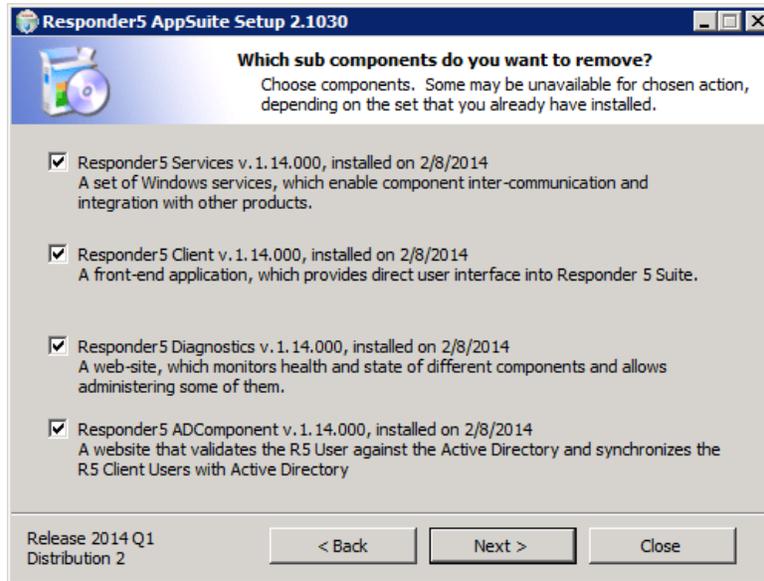


Figure 86: Which Sub-Components Do You Want to Remove?

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

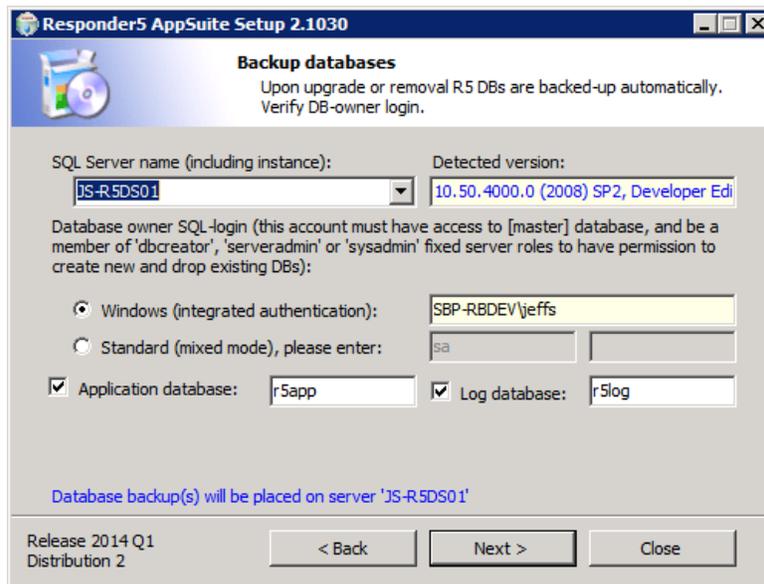


Figure 87: Backup Databases



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:

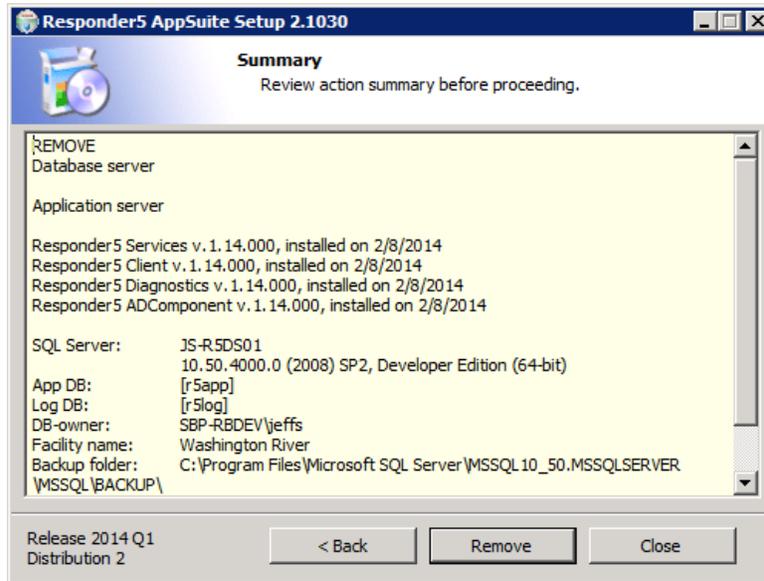


Figure 88: Summary Window

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

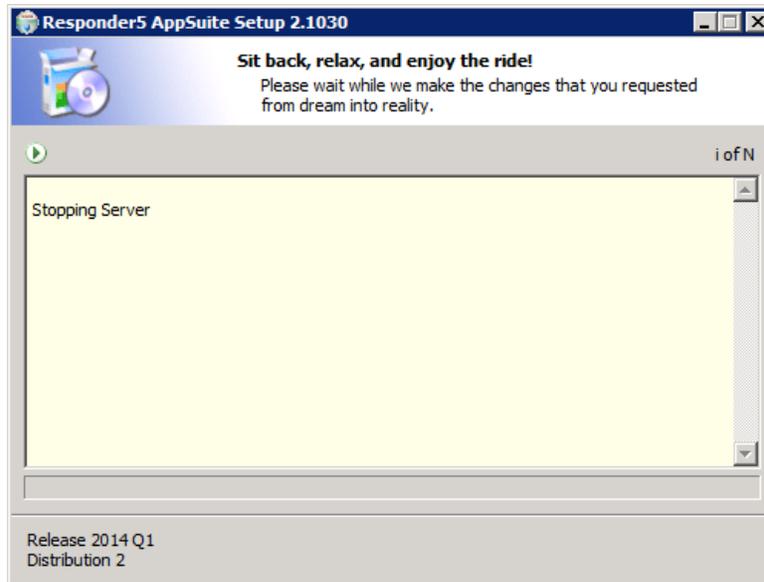


Figure 89: Uninstall Progress

- The confirmation window will appear:

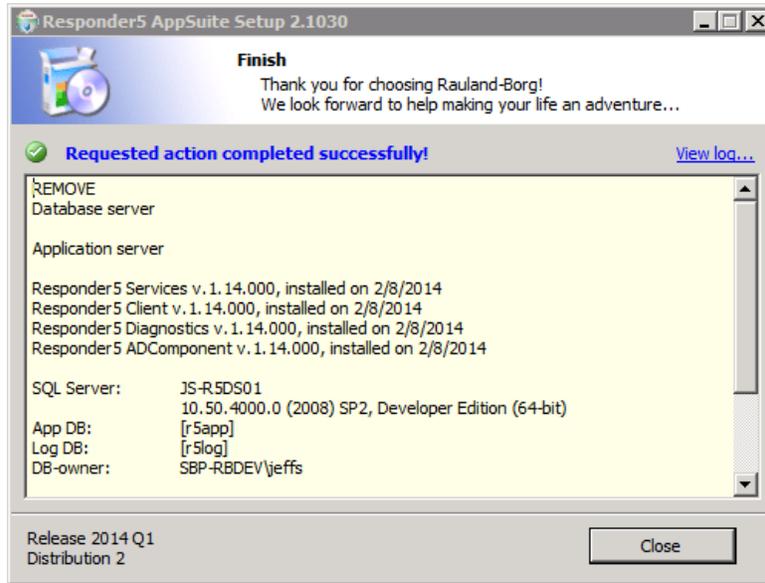


Figure 90: Removal Confirmation

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":

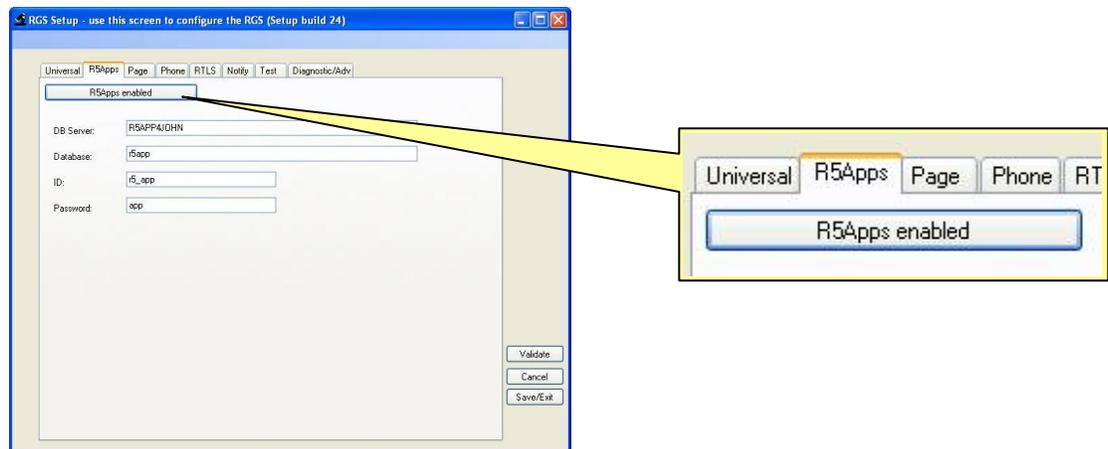


Figure 91: R5Apps Connection Confirmation

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:

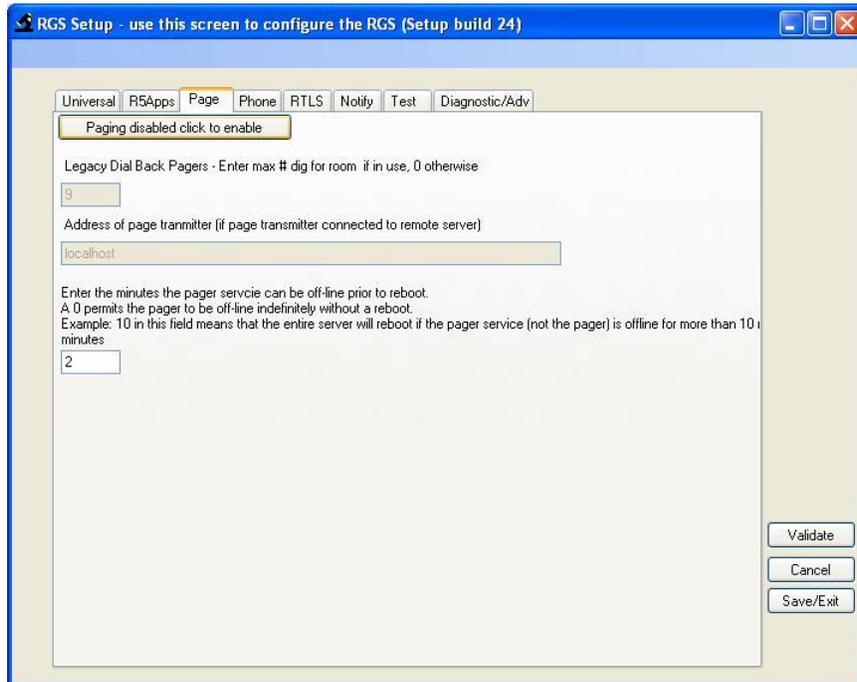


Figure 92: RGSConfig.exe (Page Tab, Pagers Disabled)

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.”

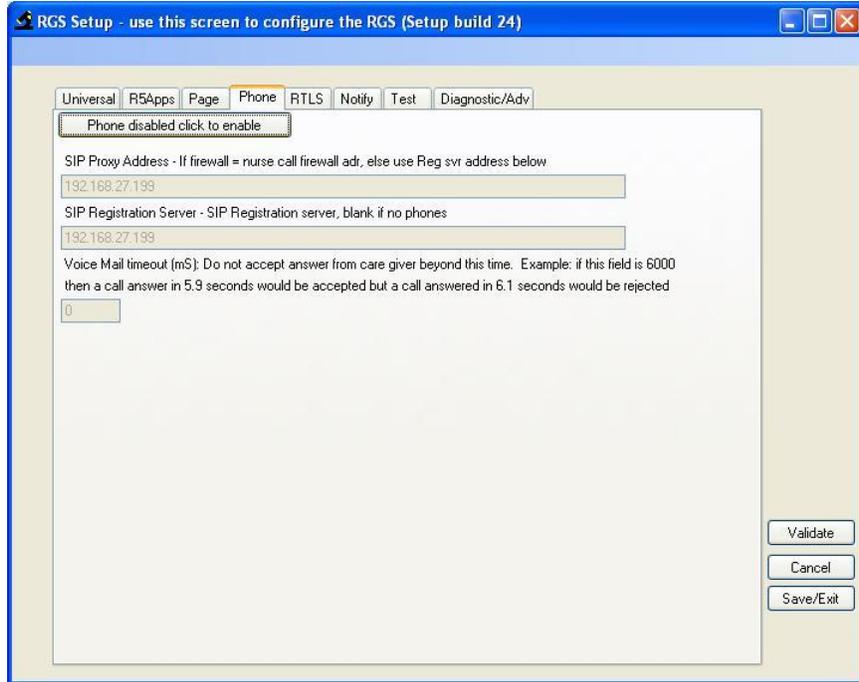


Figure 93: RGSConfig.exe (Phone Tab, Phones Disabled)

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:



Figure 94: My Computer Shortcut Menu

- The Computer Management window will appear:

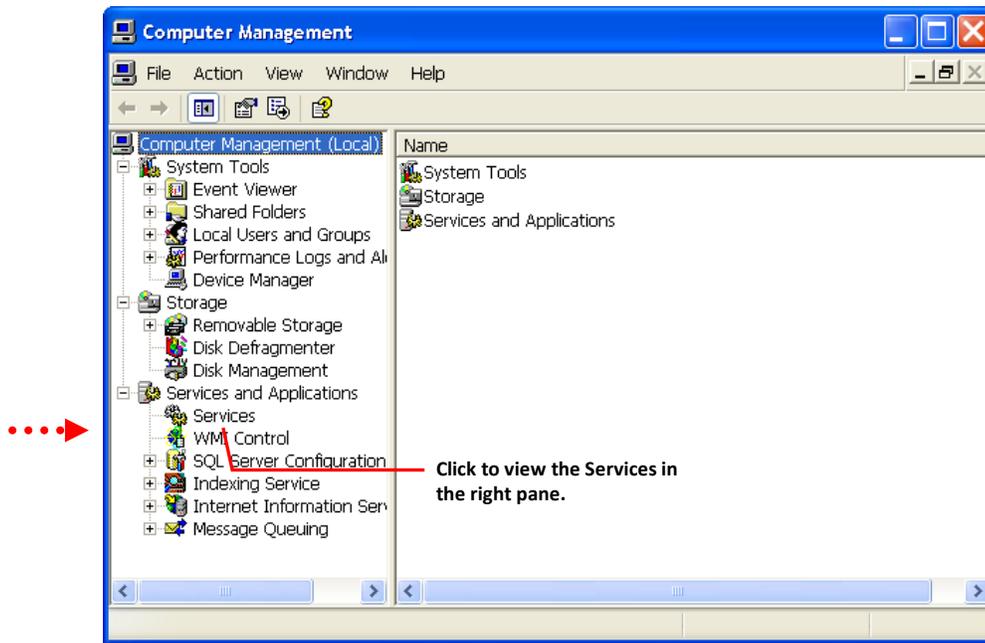


Figure 95: Computer Management (Services and Applications Callout)

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

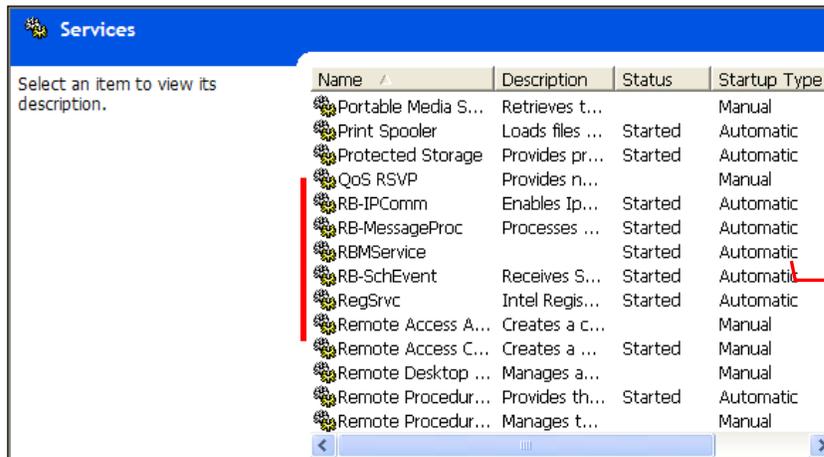


Figure 96: Computer Management (Services List)

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.
 - ✓ 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:

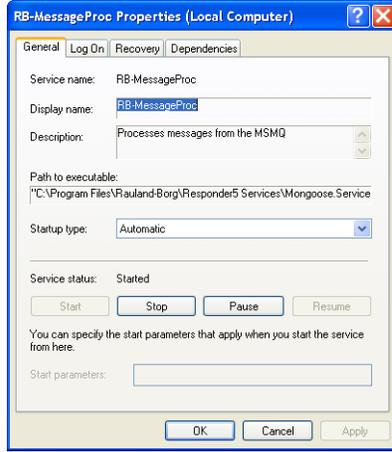


Figure 98: Service Property Window

- C Use the Startup Type dropdown box to select Automatic:



- 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:

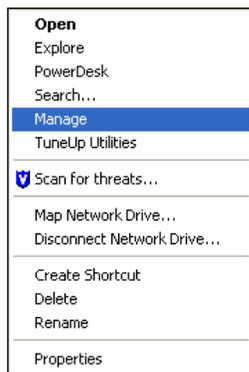


Figure 99: My Computer Shortcut Menu

- The Computer Management window will appear:

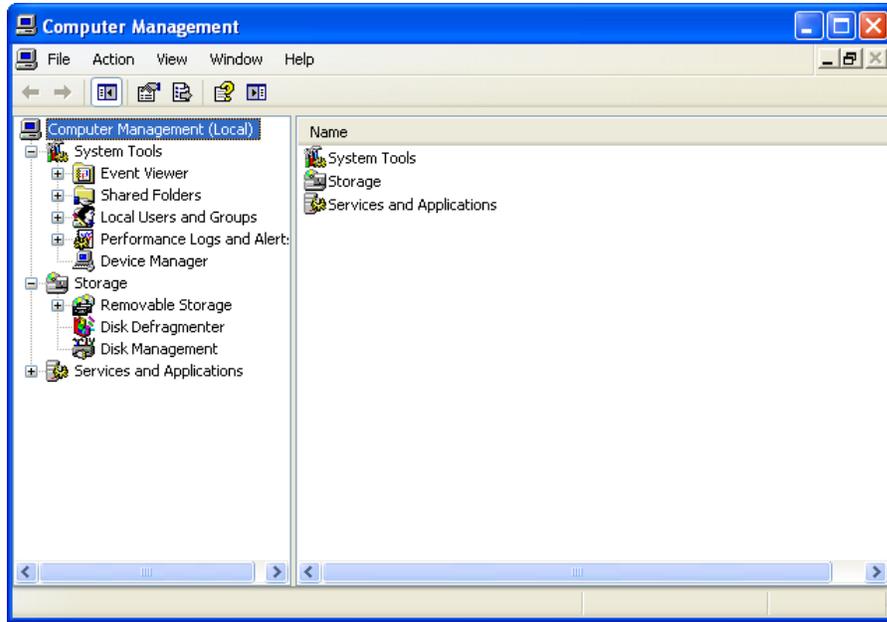


Figure 100: Computer Management Window

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

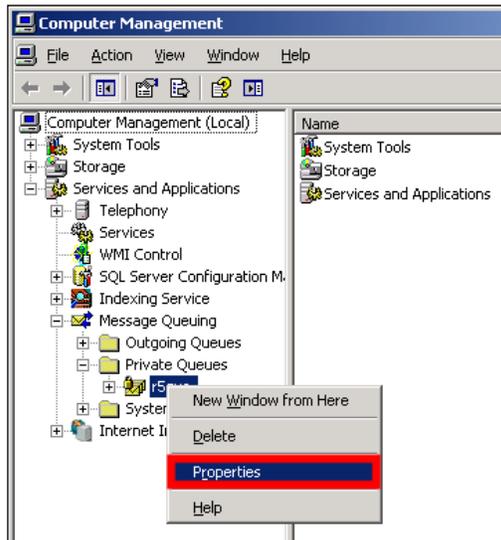


Figure 101: Message Queuing (Services and Applications)

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

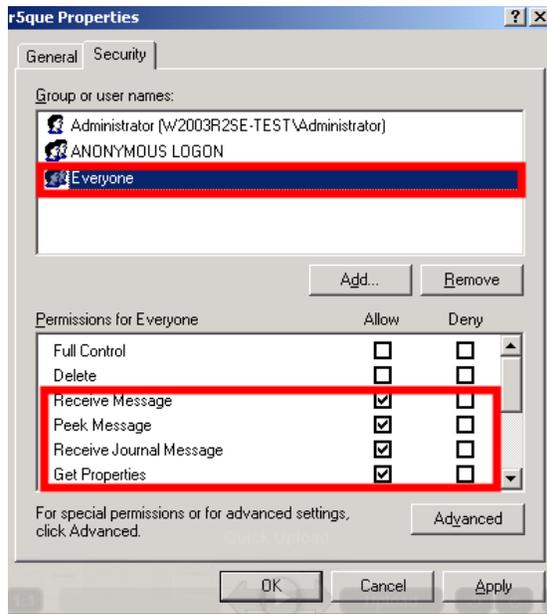


Figure 102: R5 Message Queue Security Properties (a)

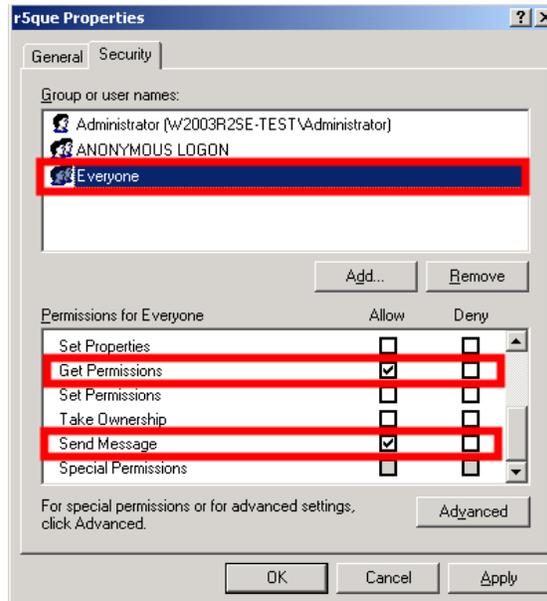


Figure 103: R5 Message Queue Security Properties (b)

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.

Type	Id	Name	Description
F	1	Shaker Valley	Shaker Valley

Figure 104: R5 Applications Manage Locations

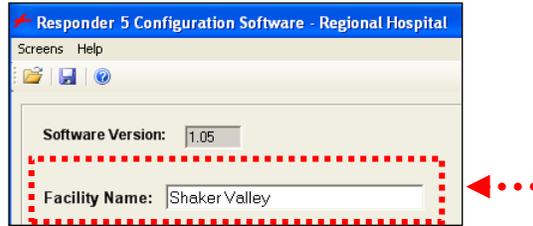


Figure 105: R5 Configurator Home Screen

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):

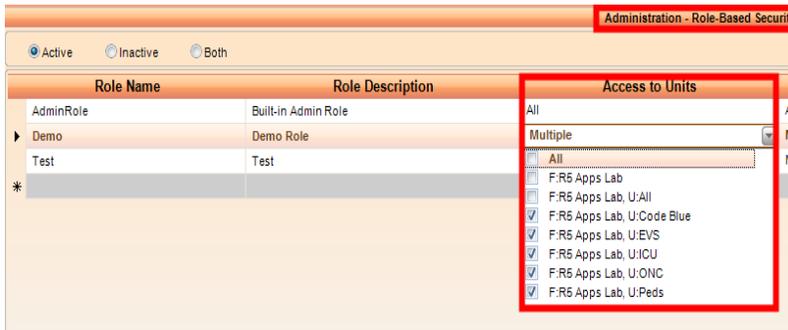


Figure 106: R5 Applications Administration Module (Role-Based Security)—Example 1

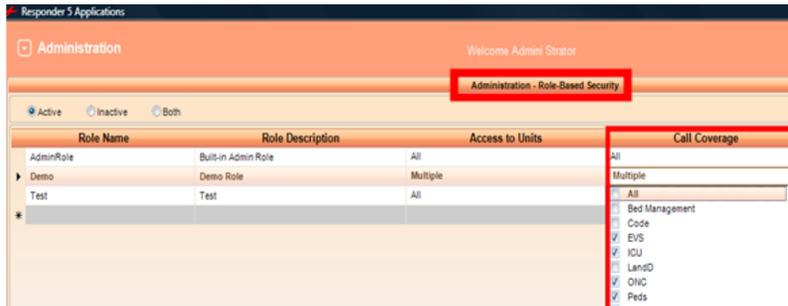


Figure 107: R5 Applications Administration Module (Role-Based Security)—Example 2

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:

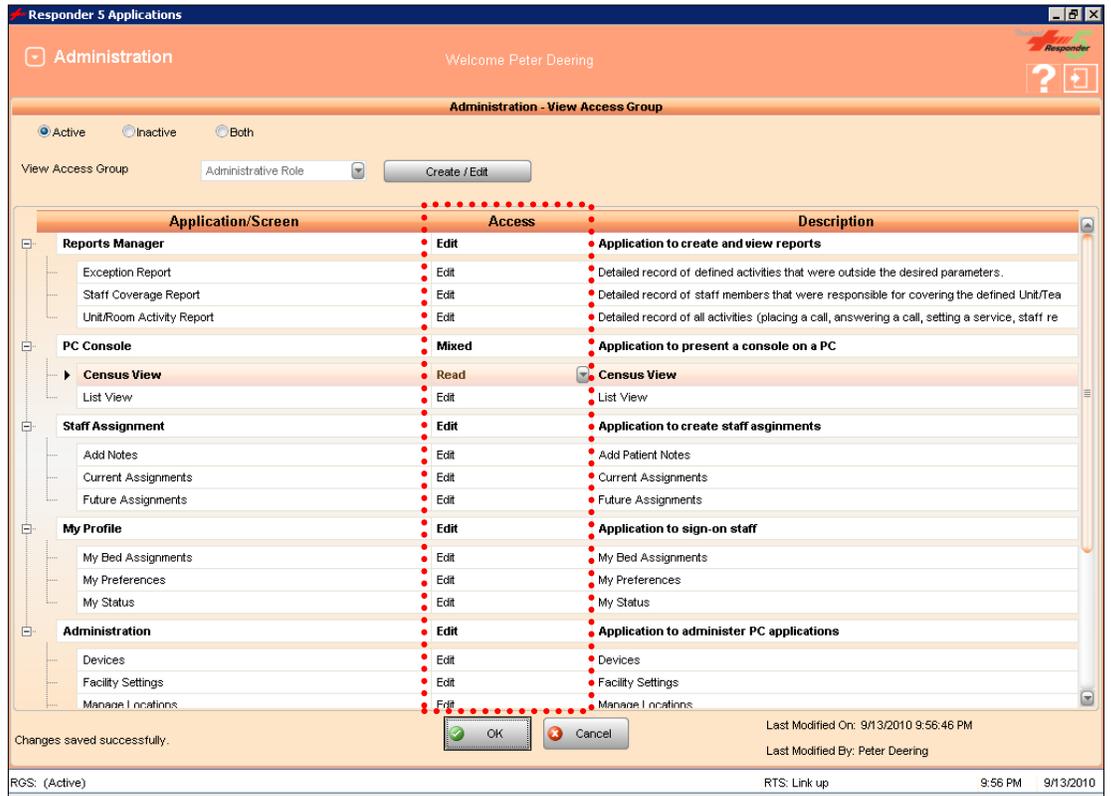


Figure 108: R5 Applications Administration Module (View Access Group)

D) Add Rights

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

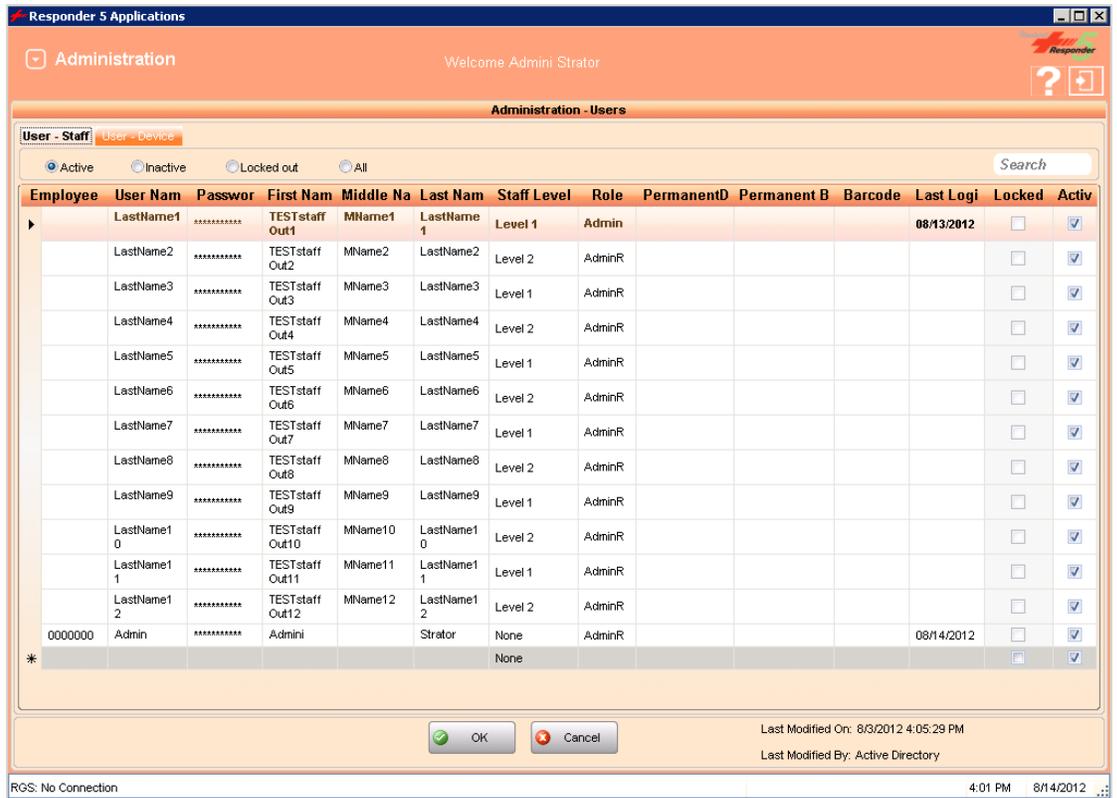


Figure 109: R5 Applications Administration Module (User-Staff)

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

- Login to R5 Applications.
- Launch the PC Console module, allowing it to subscribe with the RGS.

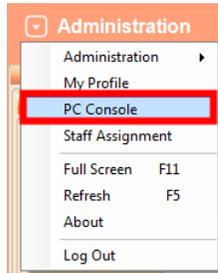


Figure 110: R5 Module Selector

- C) Navigate to the “Census” tab.
 - A list of covered beds should appear:

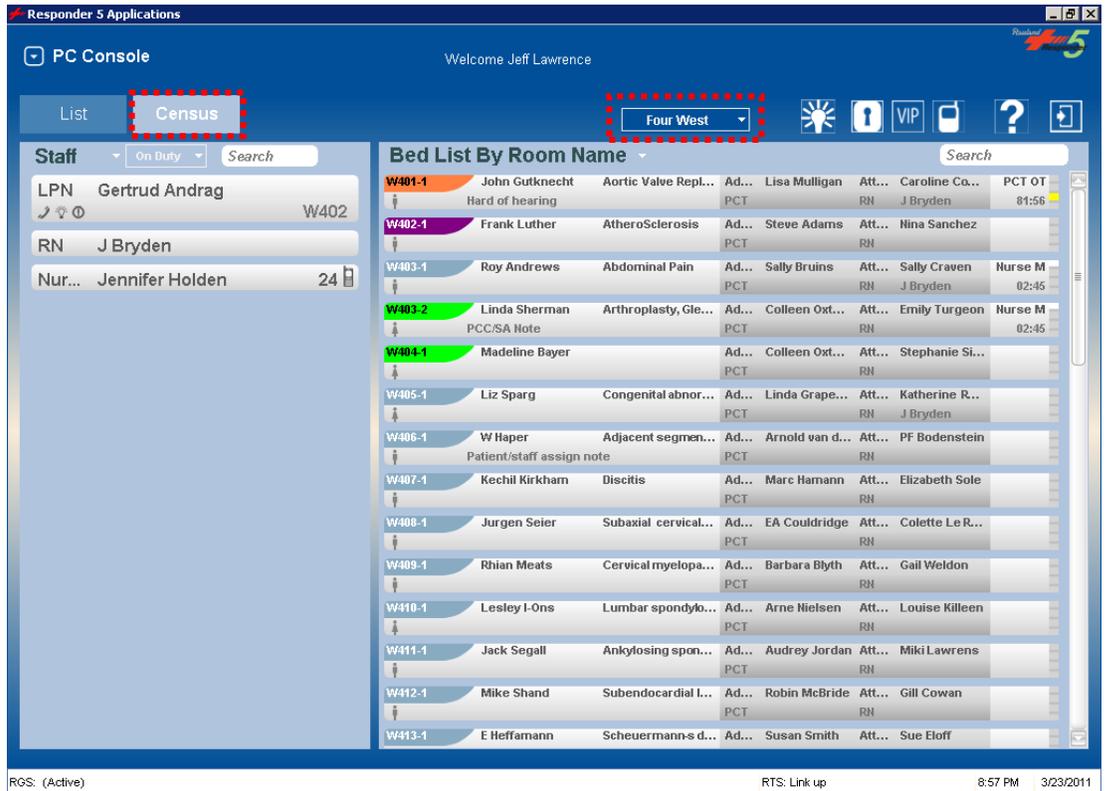


Figure 111: PC Console, Census Tab

Step 9: Confirm My Profile Functionality

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

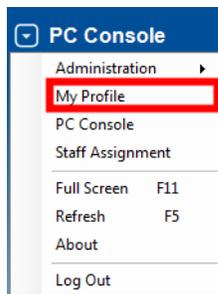


Figure 112: R5 Module Selector

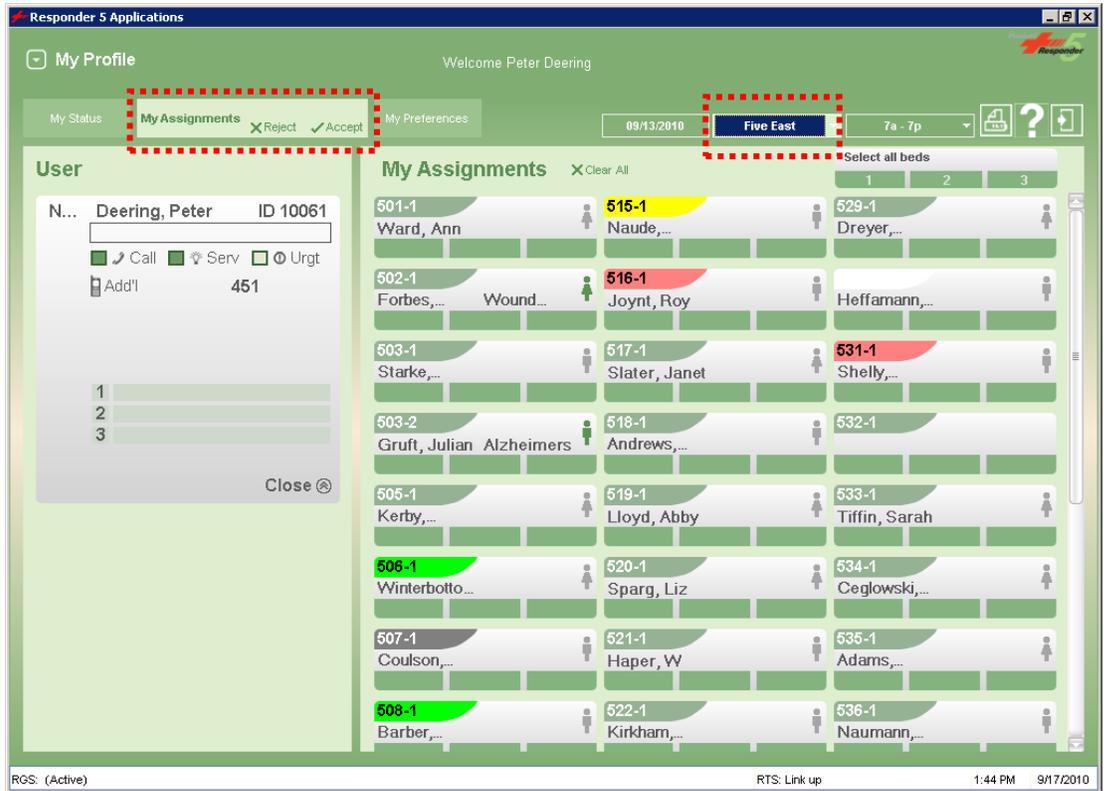


Figure 113: My Profile, My Assignments Tab

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:

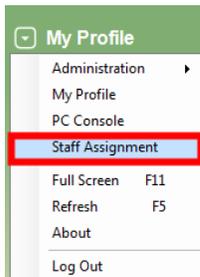


Figure 114: R5 Module Selector

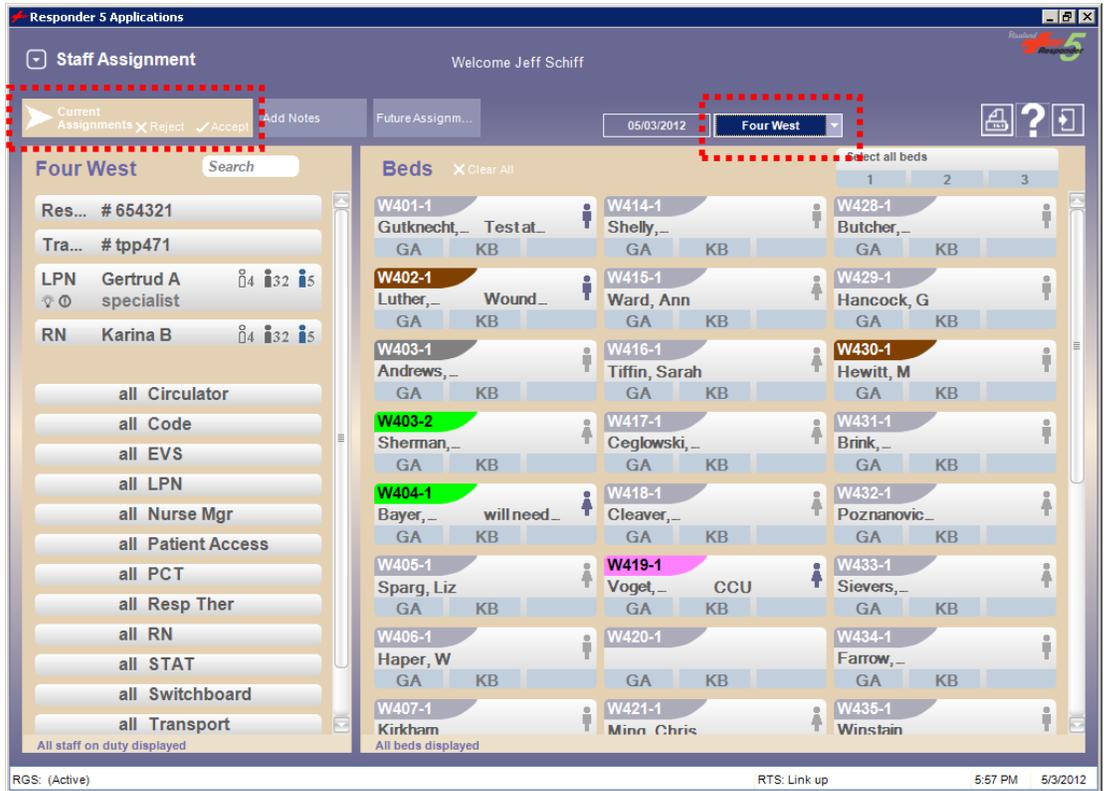


Figure 115: Staff Assignment, Current Assignments Tab

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:



Figure 116: IIS Security Properties

- B Click on the Trusted Sites icon.
- C Click on “Sites.”
- The Trusted Sites page will appear:

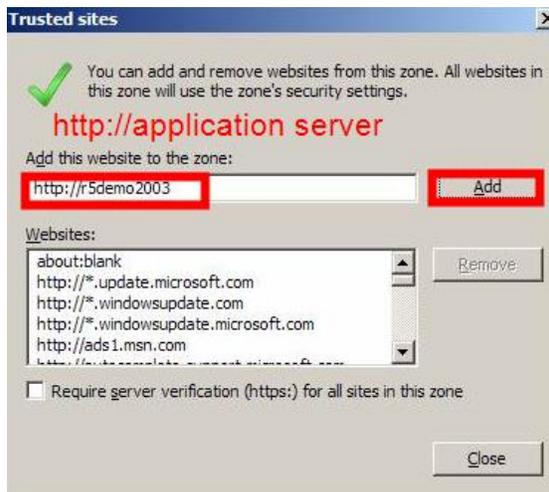
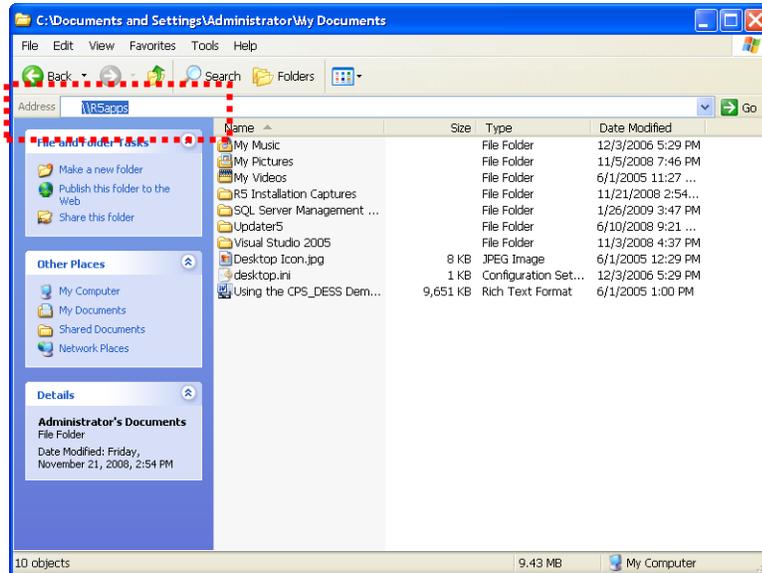


Figure 117: Trusted Sites

- 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).



- 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).

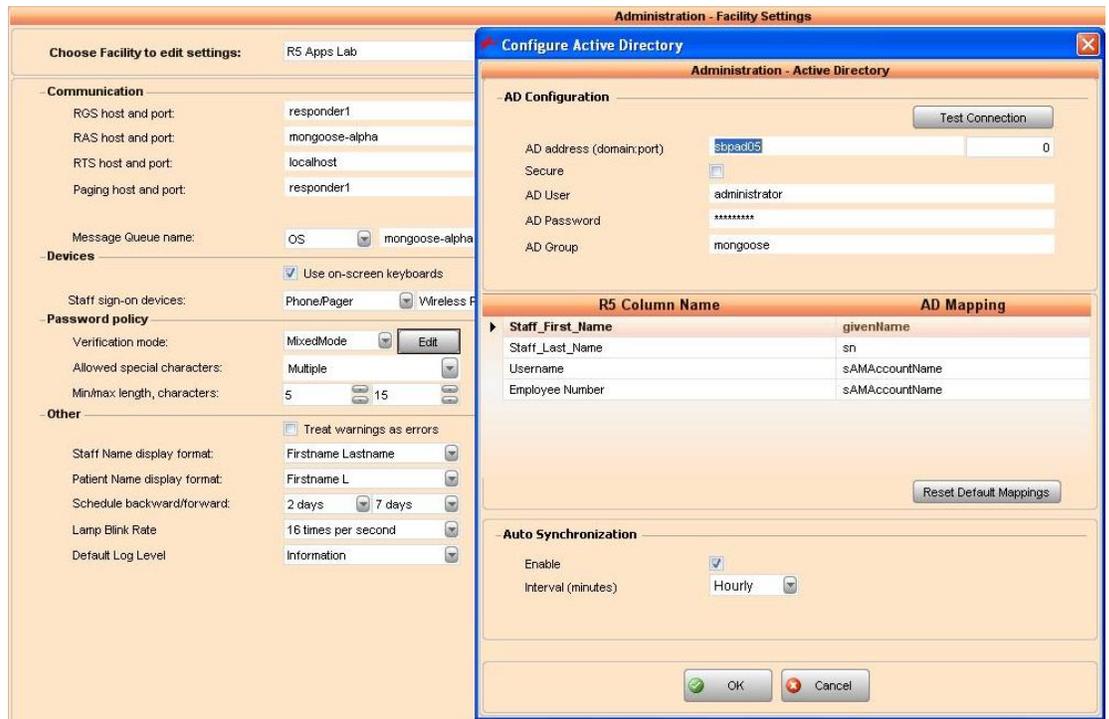


Figure 118: Facility Settings | Password Policy | Active Directory Configuration

➤ 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.

Data Mapping

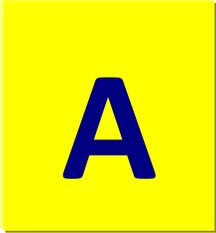
The first time a system already setup and configured with R5 users synchronizes with the Active Directory (AD) application, all mapped fields are overwritten by the following AD values:

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 [Basic Initial Installation](#) chapter.

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

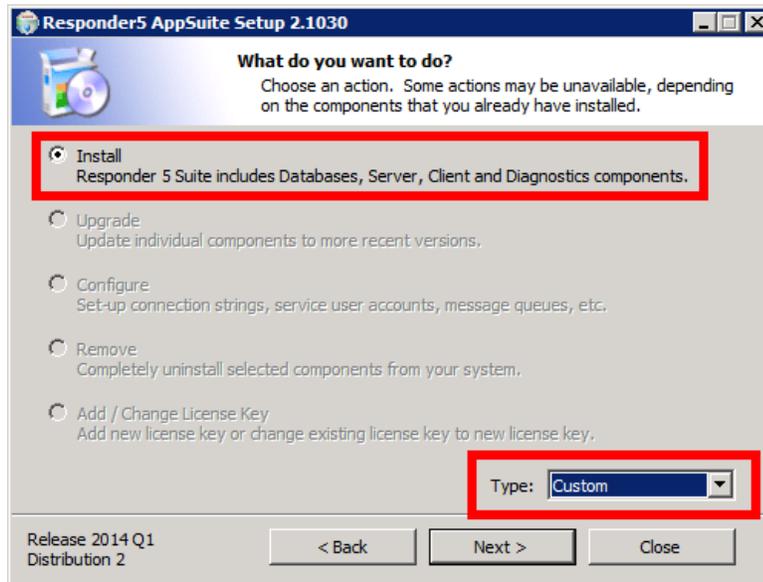


Figure 120: What Do You Want to Do?



- 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:

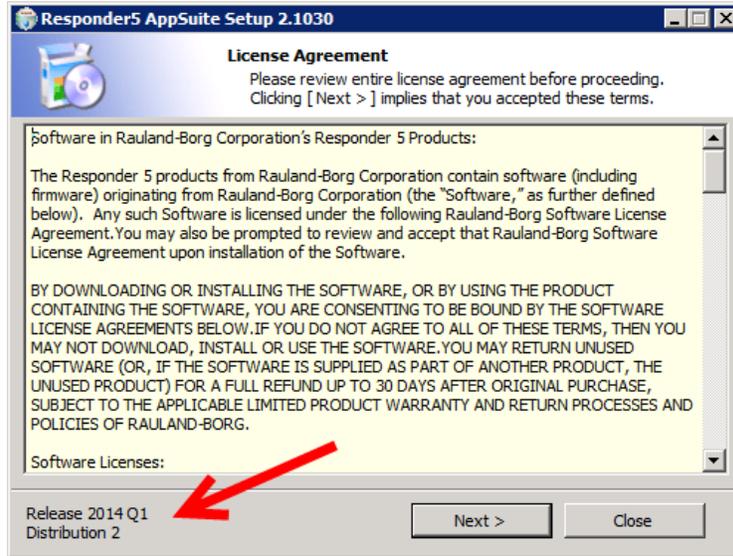


Figure 121: License Agreement

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

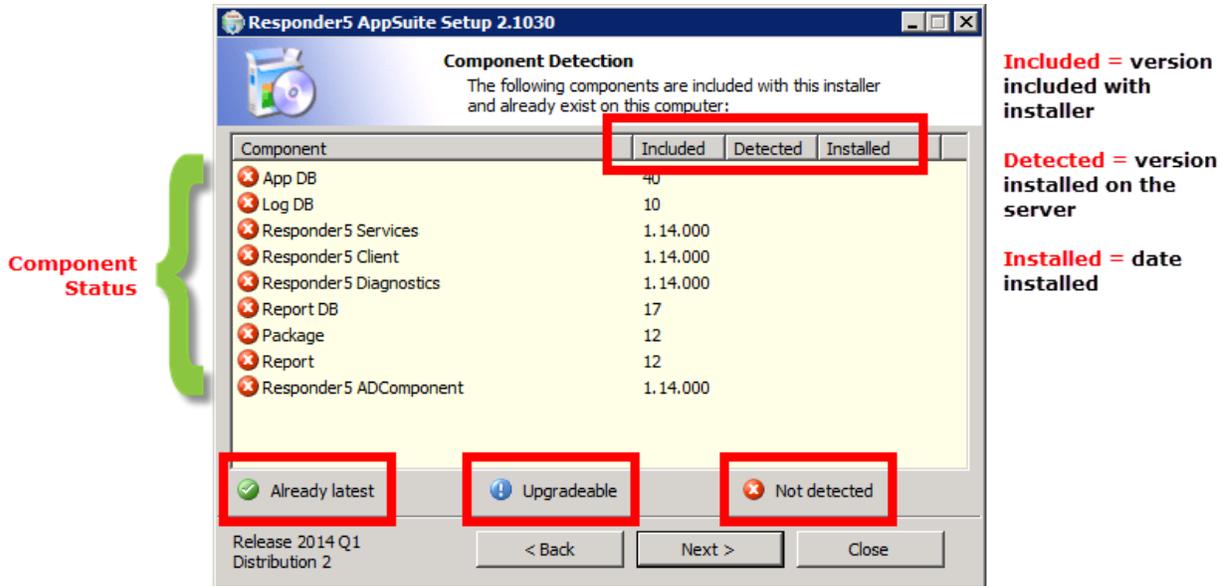


Figure 122: Component Detection

- 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.

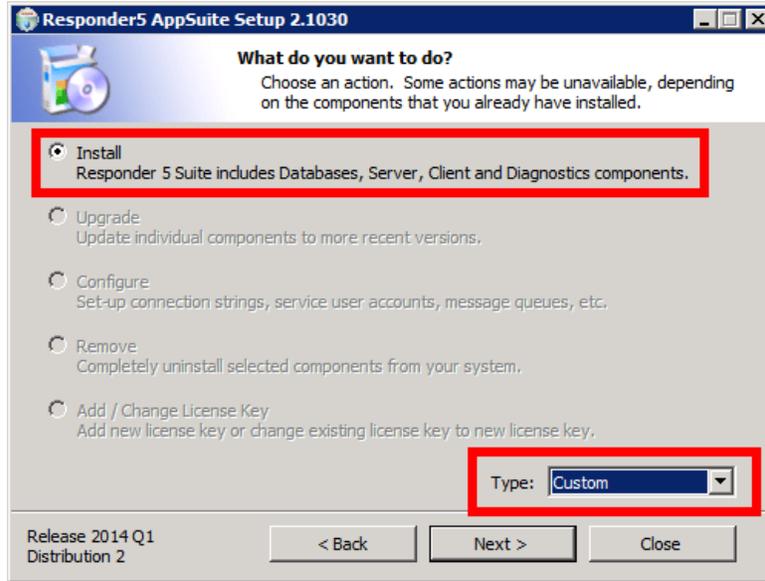


Figure 123: What Do You Want to Do?

5 Click on Next.

- The “Which server do you want to install?” window will appear. Your options are limited to:

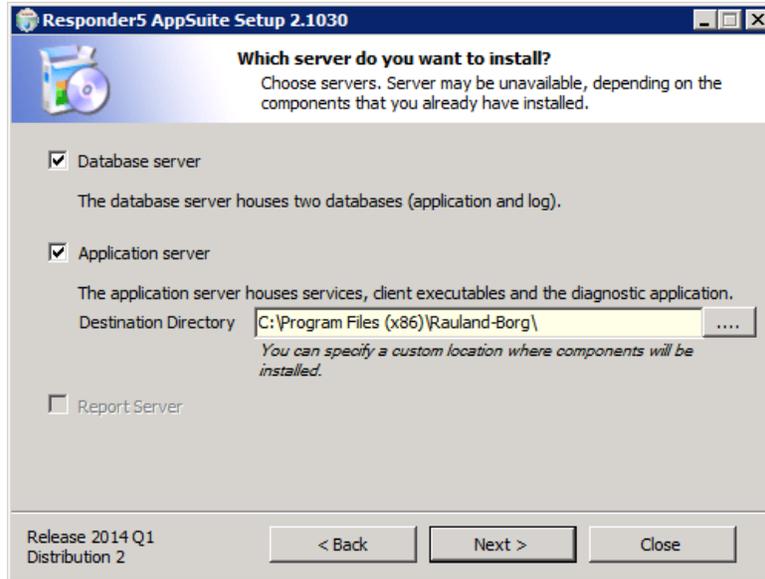


Figure 124: Setup Options

- **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:

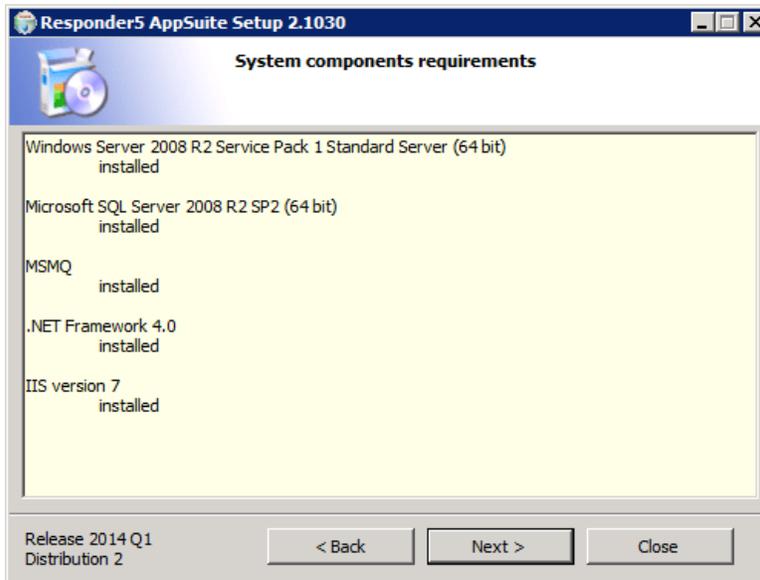


Figure 125: System Components Requirements

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

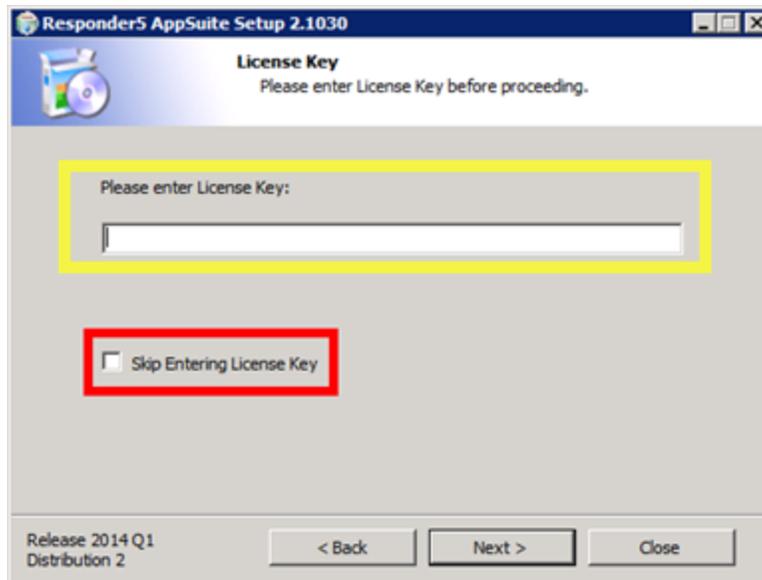


Figure 126: License Key

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

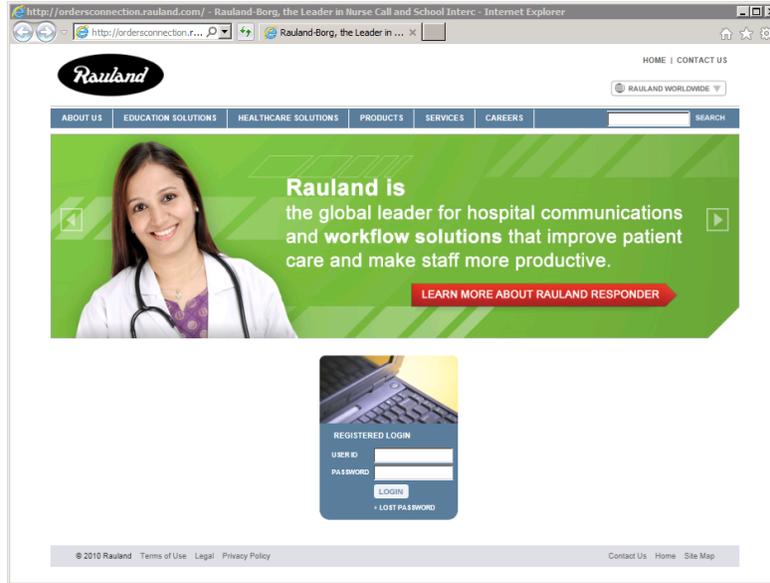


Figure 127: ROCO Portal

- 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:

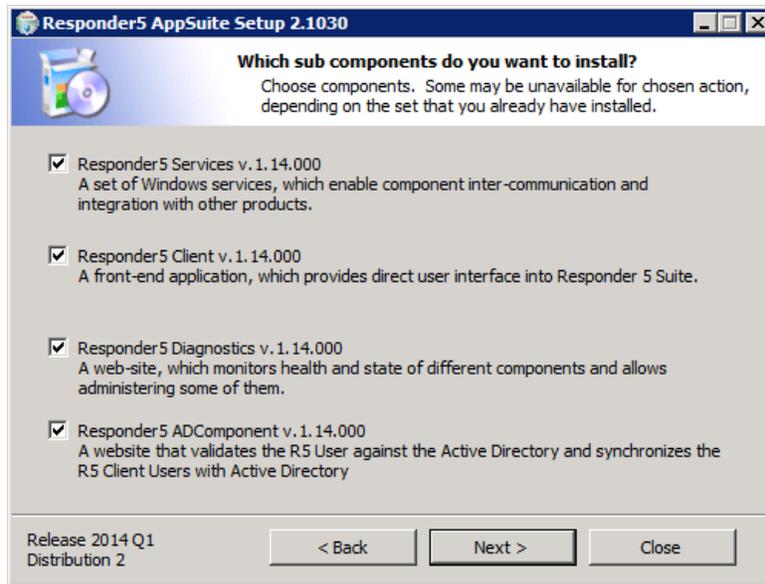


Figure 128: Component Selection

- 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.

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.

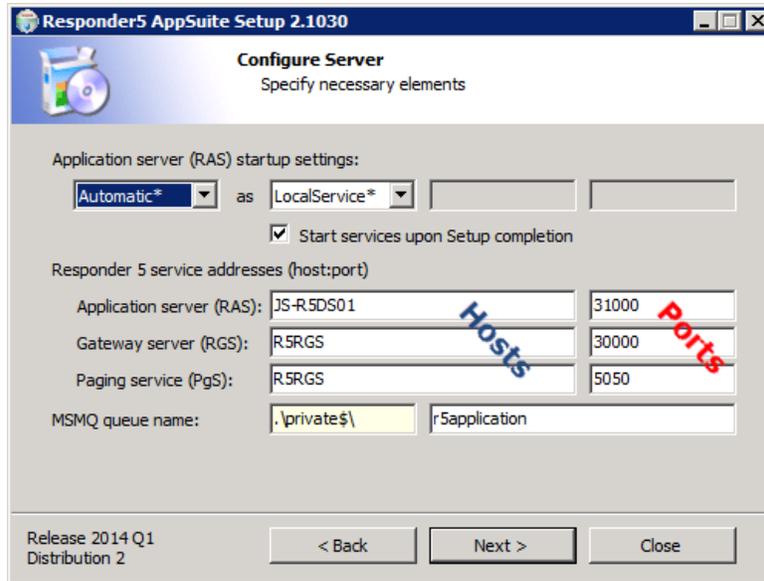


Figure 130: Configure Server

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.”

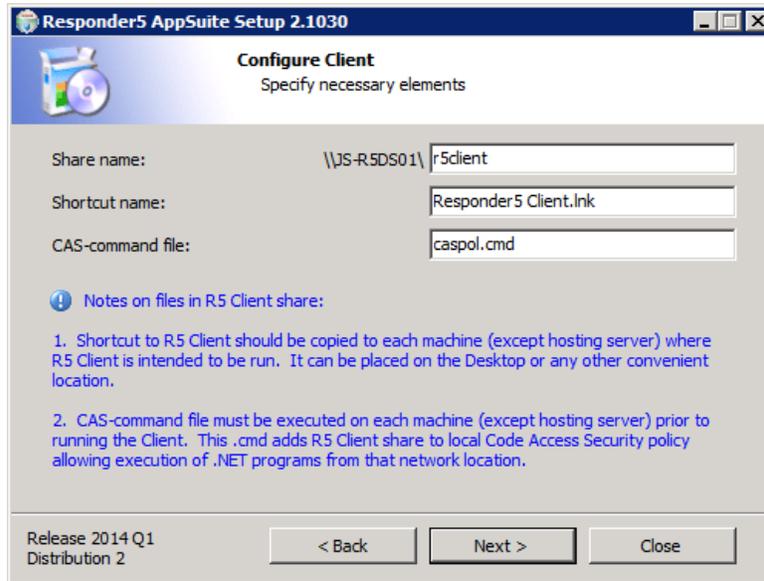


Figure 131: Configure Client

14 Click on Next.

- 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).”

Advanced Install Option

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

Advanced 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 references the Responder 5 PC APPS Diagnostics website and when launched will open the diagnostic application.

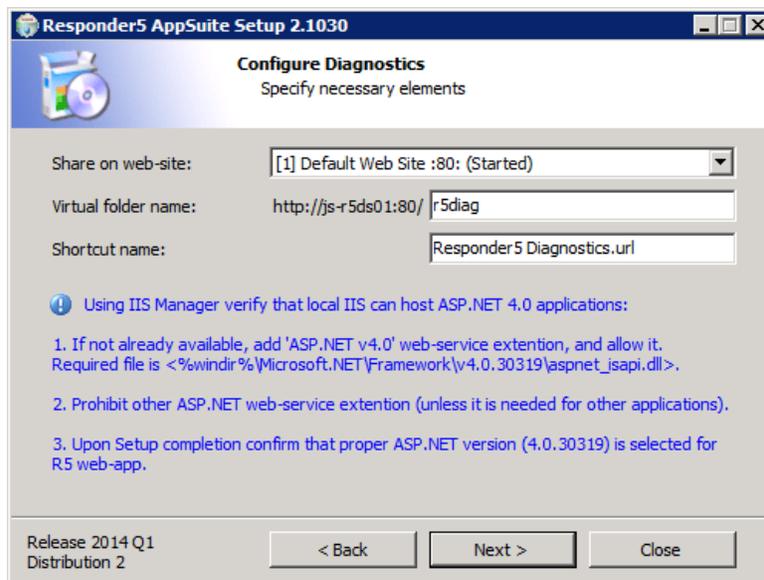


Figure 132: Configure Diagnostics

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.)

Custom Install Option

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

- **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

- **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.

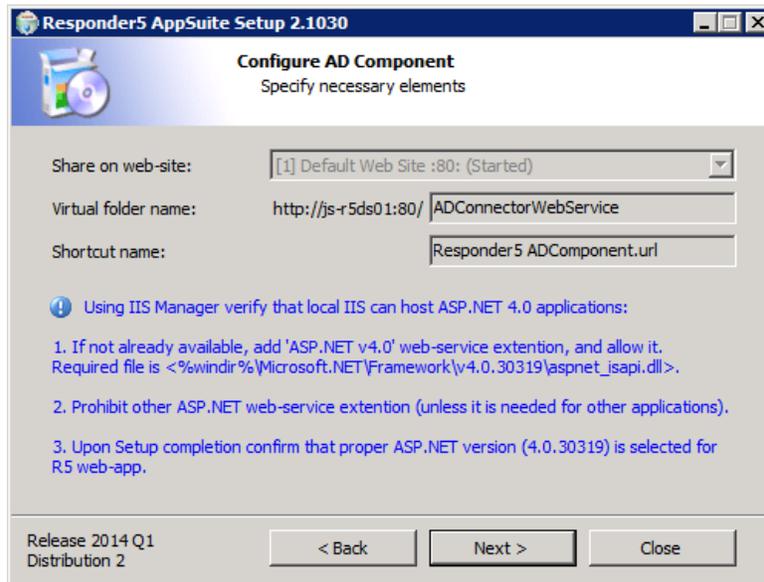


Figure 133: Configure AD Component

- 16 Click on Next.

- The Summary window will appear:

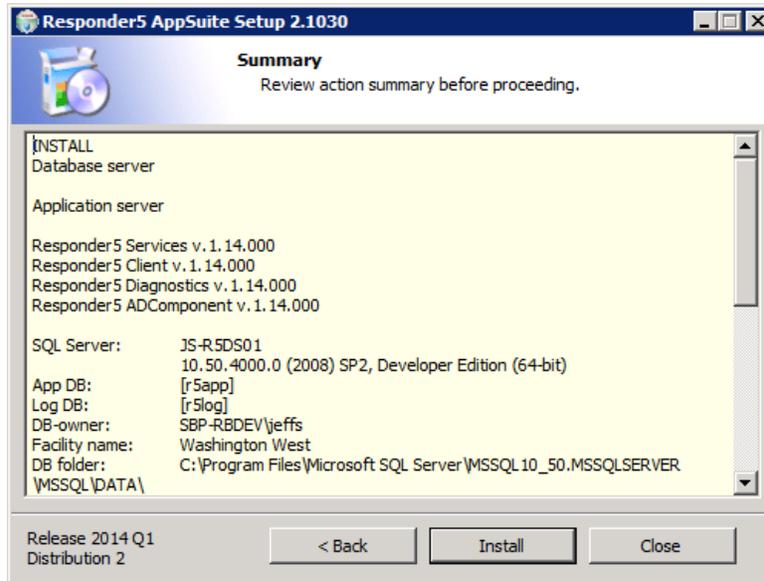


Figure 134: Setup Summary

17 Click on Install.

- The progress window will appear:

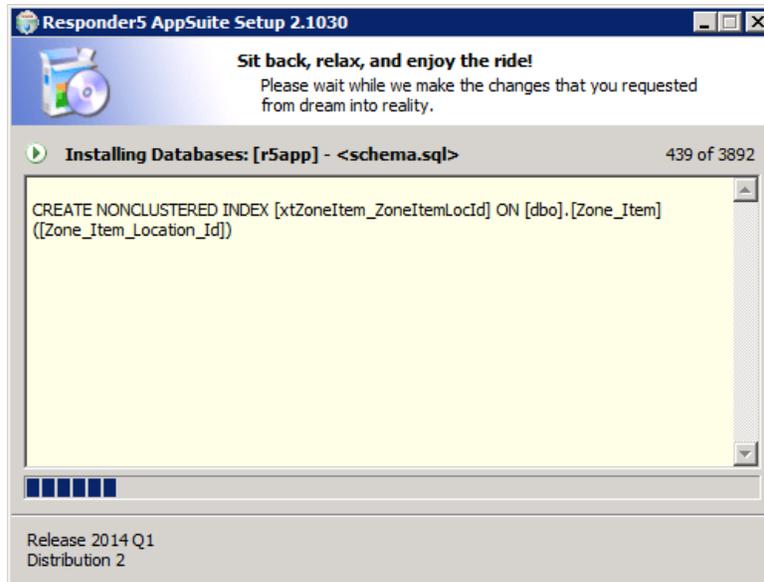


Figure 135: Progress Window

- The confirmation window will appear:

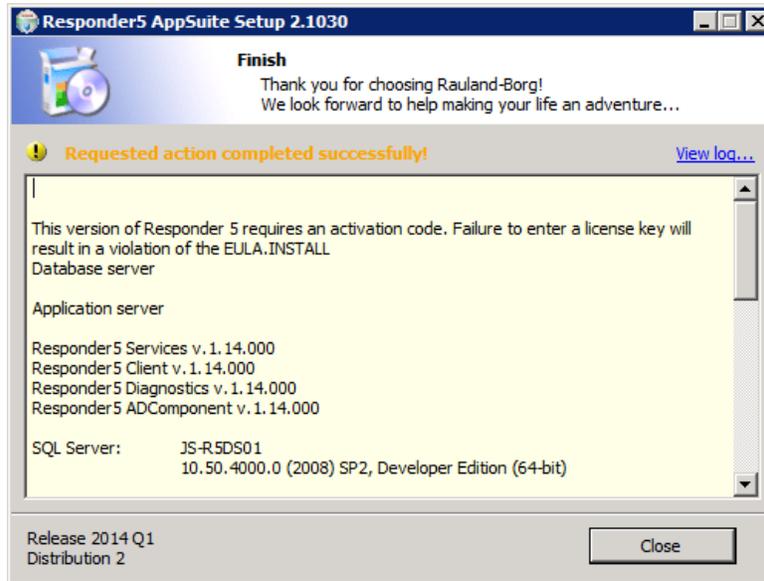
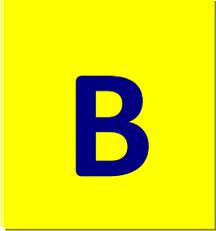


Figure 136: Confirmation Window

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



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



Don't delete beds.

Responder 5 Rooms - Urban Center

Room Identification
 Area: 1 Name: 101 Dial Number: 101
 BRC / NAM: [] Create BRC
 Receive Staff Page []
 Receive All Page []
 Cancel Policy: Room-wide [x] Bed only []
 Cancel next room also []

Change This Room's Identification Data

Corridor Lights

Type	Description
CL0	0 LED - 1 Audio Channel
CL41	4 LED - 1 Audio Channel
Scramble	Scramble

Stations

Type	Description
AIO	Audio input/output
Bed1	Single-bed
Bed1P	Single-bed (w/extra buttons)
Bed2	Dual-bed
Duty	Duty station
IN2	2 Input contacts (supervised)
JACK2	2 Input jacks (supervised)
MiniCL	Mini CL
OUT2H	2 Output SS Hi-C points
OUT2R	2 Output relay points
OUT2S	2 Output SS Low-C points
PB1	Cancel station / one button
PB1C	Single push-button (+ cancel)
PB1S	Staff assist station
PB2C	Dual push-button (+ cancel)
PB4C	Quad push-button (+ cancel)
PB4S	Staff registration station
PC	Pull-cord
PC2	Pull-cord with push-for-help
PCA	Pull-cord with audio
RAS	Remote audio station-parallel
RAS	Remote audio station - toning
Staff	Staff station

Beds in Room

Name	Esc Chain - Attention	Esc Chain - Special	Bed Volume
1	Attention	Urgent	5
2	Attention	Urgent	5
*			

Corridor Lights in Room

CL Type	Name	PAddr	Custom Coverage
CL41	101-1		<input type="checkbox"/>

Audio Stations in Room

Station Type	CL	Bed	MAddr	Callpoint 1	Callpoint 2	TV Personality	
Bed2	101-1	1	3			None	Advanced
	101-1	2					Advanced

Non-Audio Stations in Room

Station Type	CL	Bed	MAddr	Callpoint 1	Callpoint 2	Callpoint 3	Callpoint 4	
PB1C	101-1	1	10	Inactive				Advanced
								Advanced

Figure 137: R5 Configurator (Rooms)

Room Deletion



Don't delete rooms.

Responder 5 Rooms - Urban Center

Room: **Delete Room**
 Area: 1 Name: 101 Dial Number: 101
 BRC / NAM: [] Create BRC
 Receive Staff Page
 Receive All Page
 Cancel Policy: Room-wide Bed only
 Cancel next room also

Change This Room's Identification Data

Corridor Lights

Type	Description
CL0	0 LED - 1 Audio Channel
CL41	4 LED - 1 Audio Channel
Scramble	Scramble

Stations

Type	Description
AIO	Audio input/output
Bed1	Single-bed
Bed1P	Single-bed (w/extra buttons)
Bed2	Dual-bed
Duty	Duty station
IN2	2 Input contacts (supervised)
JACK2	2 Input jacks (supervised)
MiniCL	Mini CL
OUT2H	2 Output SS Hi-C points
OUT2R	2 Output relay points
OUT2S	2 Output SS Low-C points
PB1	Cancel station / one button
PB1C	Single push-button (+ cancel)
PB1S	Staff assist station
PB2C	Dual push-button (+ cancel)
PB4C	Quad push-button (+ cancel)
PB4S	Staff registration station
PC	Pull-cord
PC2	Pull-cord with push-for-help
PCA	Pull-cord with audio
RAS	Remote audio station-parallel
RAS	Remote audio station - toning
Staff	Staff station

Beds in Room

Name	Esc Chain - Attention	Esc Chain - Special	Bed Volume
1	Attention	Urgent	5
2	Attention	Urgent	5
*			

Corridor Lights in Room

CL Type	Name	PAddr	Custom Coverage
CL41	101-1		<input type="checkbox"/>
			<input type="checkbox"/>

Audio Stations in Room

Station Type	CL	Bed	MAddr	Callpoint 1	Callpoint 2	TV Personality	
Bed2	101-1	1	3			None	Advanced
	101-1	2					Advanced
							Advanced

Non-Audio Stations in Room

Station Type	CL	Bed	MAddr	Callpoint 1	Callpoint 2	Callpoint 3	Callpoint 4	
PB1C	101-1	1	10	Inactive				Advanced
								Advanced

Figure 138: R5 Configurator (Rooms)

Area Deletion



Don't delete areas.

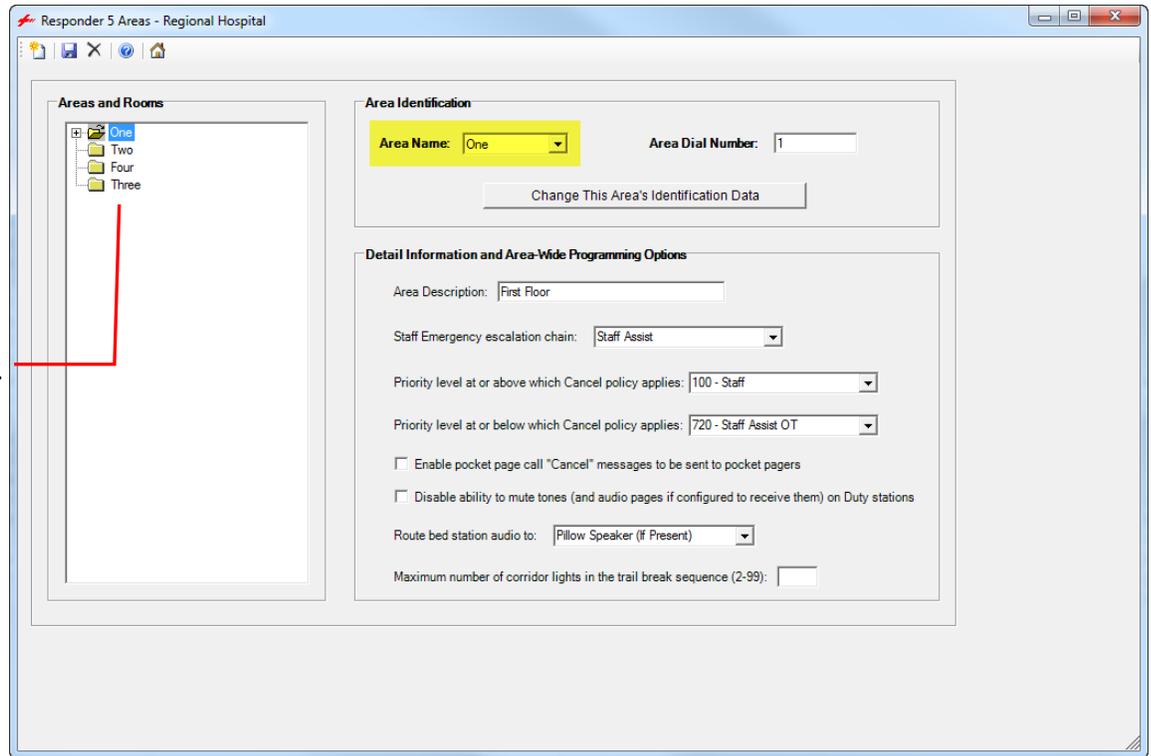


Figure 139: R5 Configurator (Areas)

Zone Deletion

Don't delete zones.

Zone Name	Is Unit	Is Team
All	<input type="checkbox"/>	<input type="checkbox"/>
Code Blue	<input type="checkbox"/>	<input checked="" type="checkbox"/>
EVS	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ICU	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DNC	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Peds	<input type="checkbox"/>	<input type="checkbox"/>

Contents of SelectedZone - Code Blue

- Area DNC (All Rooms)
- Area ICU (All Rooms)
- Area Peds (All Rooms)

Available Zone Items

- Zones
- Area ICU
- Area DNC
- Area Peds

Buttons: Add Selected Item to Zone (<<), Remove Selected Item From Zone (>>)

Figure 140: R5 Configurator (Zones)

Shift In Unit Deletion

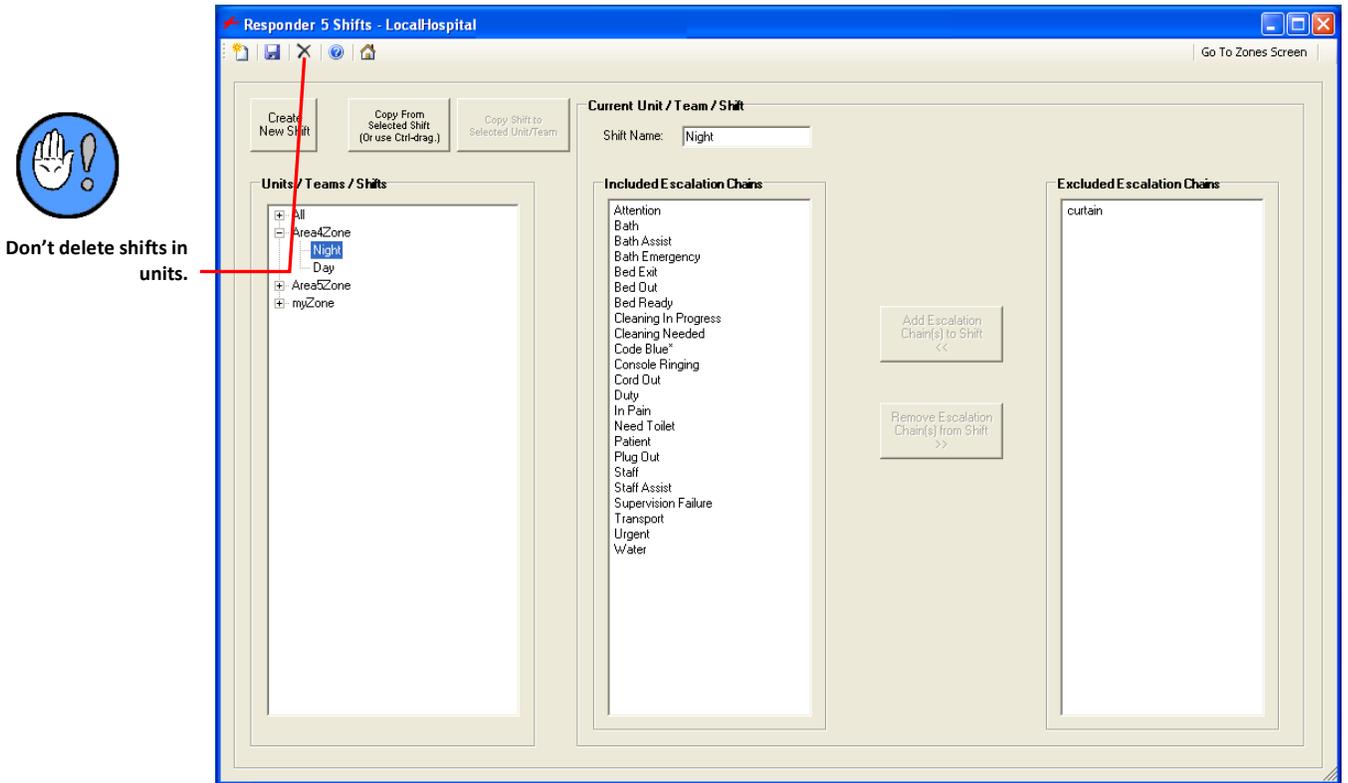


Figure 141: R5 Configurator (Shifts)

Service Level Deletion



Don't delete service levels.

Responder 5 Staff / Service Levels - Regional Hospital

Alternate Row Colors

Staff Level	Staff Level Identification		Corridor Light Annunciation		Staff Registration Call Cancel Range		Staff Registration Service Request Cancel Range		Other Settings				
	Name	Staff, Service, Or Both	Staff Registration	Service Request	Low	High	Low	High	Emergency Upgrade / Staff Follow	Manual Service Chain	Priority For Coverage	Cancel Service Upon Answer	R4 R4K Mapping
50	PCT	Both	Yellow-3 Solid	Yellow-3 Blink	100 - Staff	(null)	50 - PCT	50 - PCT	<input checked="" type="checkbox"/>	Staff	200 - Patient	<input type="checkbox"/>	none
60	LPN	Both	Orange-3 Soli	Orange-3 Blin	100 - Staff	(null)	60 - LPN	60 - LPN	<input checked="" type="checkbox"/>	Staff	200 - Patient	<input type="checkbox"/>	none
70	RN	Both	Green-2 Solid	Green-2 Blink	100 - Staff	(null)	70 - RN	70 - RN	<input checked="" type="checkbox"/>	Staff	200 - Patient	<input type="checkbox"/>	none
99	STAT	Service	none	Green-2 Red-	(null)	(null)	(null)	(null)	<input type="checkbox"/>	Urgent	200 - Patient	<input type="checkbox"/>	none

Figure 142: R5 Configurator (Staff/Service Levels)

Console Deletion



Don't delete consoles.

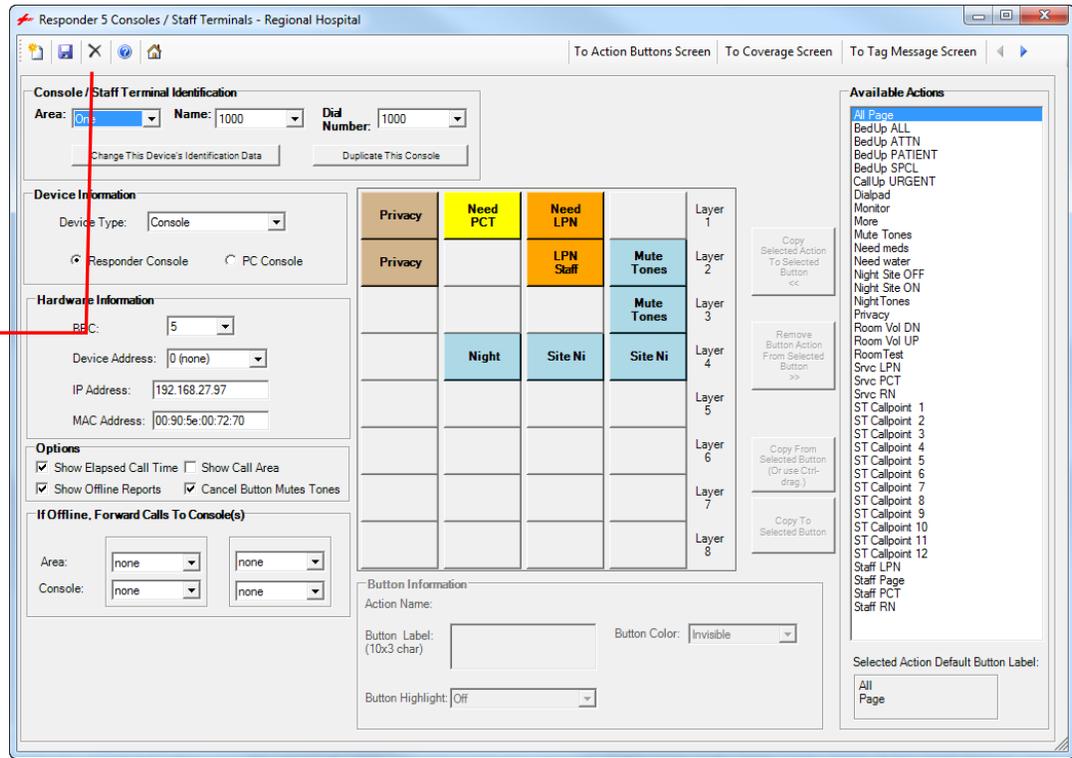


Figure 143: R5 Configurator (Consoles/Staff Terminals)

Console Dial Number Change



Don't change console dial numbers.

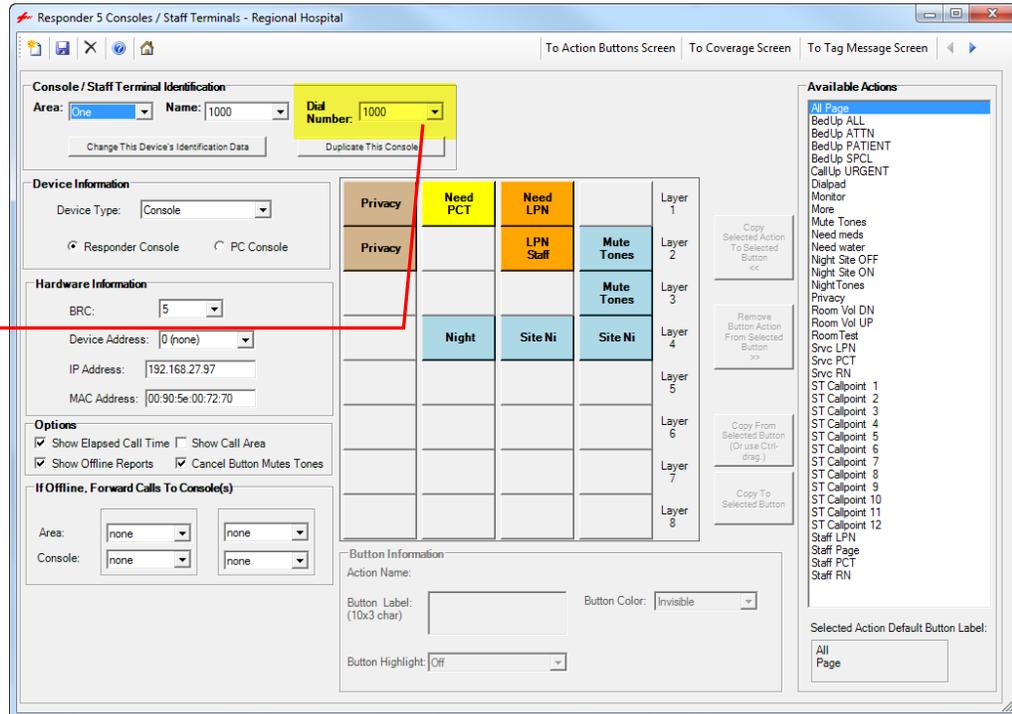


Figure 144: R5 Configurator (Consoles/Staff Terminals)

Console Device Identification Change



Don't change console device identification.

Figure 145: R5 Configurator (Consoles/Staff Terminals)