**Configuration KI-2916B** 



# Instructions on how to unpack the Responder<sup>®</sup> 5000 Demo



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# 1





#### **Revision B**

✓ Updated the instructions for the new laptop image.

#### **Customer Connection/Extranet**

CUSTOMER CONNECTION

You can use Rauland's secure Customer Connection site to find, view, and/or download many support documents—including manuals, drawings, and reports. To request an account, follow the online instructions at: <u>http://customerconnection.rauland.com</u>.



Please use a piece of the foam from a case to keep the top of the Main Case open while the system is powered up if you cannot place the case somewhere where you can leave the top all the way open.

# 2

## 2: Setting up the demo

## Main Case

- 1. The demo case will contain the following items:
  - a. Panel with stations (on top)
  - b. Console
  - c. Console Stand
  - d. PIVOT phone, battery and charger
  - e. Pillow Speaker
  - f. CC200 call cord
  - g. 3 Ethernet cables
- 2. When you first open the case, you will find the panel with stations.



3. Remove the station panel and set it up on a table. Then you will find the foam piece labeled 2. Remove that.



4. Then you see the Console, pillow speaker (in white box), Ethernet cables, Pivot Phone/charger/battery/adapters.



- 5. Remove the Console, pillow speaker (in white box), Ethernet cables, Pivot Phone/charger/battery/adapters.
- 6. Then remove the foam. Below that is the console stand and the head end equipment.



7. Remove the console stand and mount the console on the stand by lining up the screws on the stand with the appropriate holes on the back of the console.



8. Use of one of Ethernet cables to plug the console into one of the ports on the top of the Main System Controller (MSC).



- 9. Cut the tie wrap on the power cord for the power strip. Plug that into an outlet.
- 10. Place the demo case under a table or out of the way.
- 11. Place the console on a table by the station panel.
- 12. Use one of the Ethernet cables to connect the station panel to the head end case as shown here:
  - a. Plug one end of the Ethernet cable into right side port on the back of the panel.



b. Plug the other end into the little board in the demo case between the black power supply and the MSC.



- 13. Plug the pillow speaker into the patient station.
- 14. Put the battery on the PIVOT phone.
- 15. Plug the PIVOT phone power adapter into an outlet. You may need a second power strip to use with the demo.
- 16. Plug the laptop into an outlet. Again, this may be on a second power strip that you supply.
- 17. The laptop should be set up to connect automatically to the WiFi of the demo. No need to plug it into the demo case with an Ethernet cable.
- 18. Make sure that the power strip in the head end case is turned on.
- 19. Make sure that both power supplies in the case are turned on.

#### **Testing out demo hardware**

- 1. Place some calls, answer them. Turn on the phone and try dialing a room.
- 2. Once you know the hardware is working, please move on to the laptop.

## **Setting up Laptop**

- 1. Turn on the laptop.
- 2. At the Windows login enter the following credentials.
  - a. User is Administrator
  - b. Password R@uland1234
- 3. This brings you to the host machine's desktop.
  - a. You can identify the host desktop by seeing the Oracle VM VirtualBox shortcut.



4. Once it has booted up, double click on the Oracle VM VirtualBox shortcut.



5. The Oracle VM Manager will open.



6. Click on Start.

💱 Oracle VM VirtualBox Manage	er		
Eile Machine Help			
New Settings Disard Start		🔅 Details	Snapshots
64 R5KDemo-SRV	📃 General	P	Preview
2012 (U) Powered Off	Name: R5KDemo-SRV Operating System: Windows 2012 (64-bit)		

- 7. The virtual machine will start up and show you the logon screen.
- 8. On the top of the screen you will see a toolbar.
- 9. Click on **Înput**.



10. Then click on **Keyboard** and then click on **Send Ctl-Alt-Del** (some laptops may show **Insert Ctl-Alt-Del**).

🔗 File	Machine View	Input Devices Help	R5KDemo-SRV 👝 📃 쏧	
		🔗 Keyboard	🔹 🌀 Keyboard Settings	
		🚳 Mouse Integration	Insert Gtrl-Alt-Del	Host+Del
			🛃 Insert Ctrl-Break	
			🛃 Insert Insert	
			Insert Print Screen	1. Sec. 1
			Insert Alt Print Screen	

- 11. This will bring up another Windows login.
- 12. Type in the password R@uland1234. Hit Enter. Virtual machine will log in.
- 13. This is the virtual machine's desktop.



14. The first time you connect the R5KLaptop to the R5KDemo kit, you will need to license the R5K Software and push the R5K Configuration to the demo to pair the hardware to the laptop.
 a. Please go to the <u>Appendix A</u> for these instructions before proceeding.

## **Opening Responder Application**

1. Double click on R5K Report Software or R5KReporting shortcut on the VM desktop.



2. Log in as a user.



- a. Default user: r5kuser
- b. Default password: r5kuser
- 3. If an error of pops up when logging in, please see Appendix C
- 4. Click on Activity Boards.
  - a. Click on the Demo Activity Board AB1 (or may be called Demo Activity Board) on the left side.
- 5. You may create additional Activity Boards such as for EVS and emergency calls.
- 6. We recommend creating additional Administrator users and Standard users to use during demos.
  - a. Click on Administration
  - b. Click on Add New User
    - i. Create a new user to use for demonstrating.
- 7. You are now ready to test the stations.
- 8. Place a call from each, make sure the console and phone rings.
  - a. Make sure the CL lights appropriately for each call.
  - b. Make sure the calls appear in the Activity Board.

## 3

## 3: Packing up the demo

If this is the first time that you have setup your demo, please follow the steps of Taking a Snapshot of the Virtual Machine section prior to shutting down the demo. If a snapshot has already been taken, continue on to Packing up the Demo

## **Taking a Snapshot of the Virtual Machine**

- 1. Right click on the virtual machine's Windows Start button and chose Shut down.
- 2. At the Host desktop, in the Oracle VM VirtualBox (the Oracle VM VirtualBox Manager).

le Machine Help				
New Settings Discard Start		Details	💌 Snap	shots
R5KDemo-SRV	📃 General		Preview	
2012 (U) Powered Off	Name: R5KDemo-SRV Operating System: Windows 2012 (64-bit)			
	System		R5KDemo-S	SRV
	Base Memory: 4096 MB Processors: 2 Boot Order: Hard Disk Acceleration: VT-v/AMD-V, Nested Paging, Hyper-V Paravirtualization			_
	📃 Display			
	Video Memory: 128 MB Remote Desktop Server: Disabled Video Capture: Disabled			
	Storage			
	Controller: SATA SATA Port 0: R5KDemo-SRV.vdi (Normal, 60.00 GB) SATA Port 1: [Optical Drive] Empty			
	🃡 Audio			
	Host Driver: Windows DirectSound Controller: Intel HD Audio			
	J Network			
	Adapter 1: Intel PRO/1000 MT Desktop (Bridged Adapte Connection (4) I219-LM)	er, Intel(R)	) Ethernet	
	🥟 USB			
	USB Controller: xHCI Device Filters: 0 (0 active)			
	Shared folders			
	Shared Folders: 1			
	Description			
	Responder 5K Demo Server - Administrator - R@uland1234 FW0532 rev.B			
				R.

3. Click on Snapshots in to right corner.

😚 Oracle VM VirtualBox Manager		<u></u>	
File Machine Help			
New Settings Discard Start		🛞 Detai :	Snapshots
FT R5KDemo-SRV	📃 💻 General		Preview
2012 (1) Powered Off	Name: R5KDemo-SRV Operating System: Windows 2012 (64-bit)	ſ	

4. It will bring up the snapshot window.



5. Click on New.



6. The Take a Snapshot of Virtual window will open.

S Oracle VM VirtualBox Manag	er	-		×
New Settings Discard Start		😂 Details	💌 Snap	shots
R5KDemo-SRV				
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	5012 Snapshot Name			
	Snapshot Description			
	OK Cancel Help			

7. Give it a name such as R5K\_Demo

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Machine Help		
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R5KDemo-SRV  Powered Off	• • • • •	
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	🔮 Take Snapshot of Virtual ? 🛛 🗙	
	5napshot Name	
	2012 R5K_Demo	
	Snapshot Description	
	OK Cancel Help	

8. Click on OK save.

You now have a snapshot of the virtual machine with all changes made up until now.

### **Powering Down Laptop**

- 1. You now need to shut down the virtual and the host machines in a certain order. You will first power down the virtual server and then the actual laptop. Here is how to do that.
- 2. Logout of the R5KApps and close that down out.
- 3. On the virtual machine's desktop, move the mouse to the bottom left hand corner of the screen and right click. The below menu will appear.
  - a. If you see 2 toolbars at the bottom, be sure that you are click on the top one, not the bottom one. The bottom one is for the host machine. You need to shut down the virtual machine first.
- 4. Click on the arrow to the right of Shut Down or Sign Out.
- 5. Choose Shut down.
  - a. If you just close out of the virtual machine without shutting down, you will corrupt the virtual machine and the laptop will have to be sent back to Rauland for reimaging.

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6	Event Viewer			
DOV)	System			
	Device Manager			
	Network Connections	the loss all the loss		
	Disk Management			
	Computer Management			
	Command Prompt			Windows Sorver 2012
-	Command Prompt (Admin)			Windows Server 2012
	Task Manager			
	Control Panel			
	File Fire			
	Search	Sign out		
	Run	Shut down		
	Shut down or sign out	Resisirt		
	Desktop			

- 6. The virtual machine will shut down.
- 7. Back at the host machine's desktop, you can now shutdown the host.



8. Click on the Start button, click on Shutdown and the machine will shutdown.

## Packing up Demo

- 1. Unplug the power, Ethernet and bar code reader from the laptop.
- 2. Unplug the power strip in the demo case from the wall outlet.
- 3. Unplug everything (all Ethernet cables and power cables) and neatly roll up the Ethernet cables using the supplied tie wraps.
- 4. Tip on removing console from base: Place one hand under the console and another on the base to hold the base down on the table. Pull up on the console, gently, to lift the console to slide the console off the screws.

## **Packing Main Case**

- 1. Put the console base in the case.
- 2. Unplug the demo from power and coil the cord into the case next to the power supply.



- 3. Place Foam #2 into the case and tuck it in all around the power supplies and other devices.
- 4. Place the pillow speaker on top of the Grey Power Supply.
- 5. Place the call cords on top of the Black Power Supply.
- 6. Wrap up all of the Ethernet cables and place them between the Pillow Speaker and Call cords.
- 7. Place the Console and handset in their spaces.
- 8. Place the PIVOT phone between the console base and the WAP.
- 9. Place the PIVO<u>T</u> charger on the other side of the WAP.



- 10. Now place in the next piece of foam, #2.
- 11. Place the Demo Panel on to the foam.



- Make sure you have everything in the case and close it up.
   Pack up your laptop, laptop power supply and table cover.

# 4

## **4: Licensing the Demo**

Instructions on pushing the R5K configuration to the R5KLaptop for the first time and licensing the software

## Loading new Responder 5000 Configuration and Licensing

\*\* First go to the customer connection to download the latest version of the R5K\_Demo.R5C configuration. This is under

File Center | Health Care | Responder 5000 | Default Configuration

http://customerconnection.rauland.com/portal.asp?a=getfile&docname=RB008105

- 1. Copy the R5\_Demo.R5C configuration file onto a USB drive.
- 2. Plug the drive into the laptop.
- 3. At the virtual machine, on the toolbar, click on Devices.



4. Scroll to USB and then locate your USB drive in the list and click on it.

				Q
R5KDemo-SRV (8/29) File Machine View Inpu	[Running] - Oracle VM VirtualBox ut Devices Help			
Recycle Bin	<ul> <li>Optical Drives</li> <li>Network</li> <li>USB</li> </ul>	) ) ) ) ) ) ) ) ) ) ) ) ) ) ) ) ) ) )	ngs	
	Webcams       Shared Folders	Intel Corp Microdia	p. [0010] [6007]	
Google Chrome	Shared Clipboard Drag and Drop	Elan Micro	oelectronics Corp. [5712]	
40	Insert Guest Additions CD im	age		

- 5. File Explorer should open for the USB Drive.
- 6. Copy the R5\_Demo.R5C file.
- 7. In File Explorer, navigate to the C:\\Rauland-Borg R5K Facilities folder.
  - a. Delete any other configurations there to eliminate confusion.



- 8. Create a new folder called R5KDemo.
- 9. Paste the R5 Demo.R5C file into the new folder of R5KDemo.
- 10. Look on the R5KMSC for the MAC address. Write it down.



11. Open up R5KWare on the virtual machine.



12. Click on File and then Open.



13. Go to the C:\\Rauland-Borg\R5K\_Facilities\R5KDemo folder

			open					
0 💿 🕈 🎍 🕯	This PC      Local Disk (C:)      Raula	nd-Borg + R5K_Facilities +			~ C	Search RSK_Facilities		
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Recent places								
This PC								
Desktop								
Documents								
Downloads								
Music								
Pictures								
Videos								
Shared (\\vboxsr	v) 0							
STORE N GO (F:)								
Network								
Fi	ile <u>Dame</u> :				·	R5C files (*.R5C)		
						Open	Cance	ê

- 14. Find the R5K\_Demo.R5C file and click on it.
- 15. Click Open.

・ ー ・ 个 📒 > This PC > Local 🛙	Disk (C:) > Rauland-Borg > R5K_Facilities	s > R5K_Demo			~ D	Search R5K_Demo	5
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OneDrive							
This PC							
E Desktop							
B Documents							
Downloads							
Music							
E Pictures							
Videos							
Local Disk (C:)							
Shared (\\vboxsrv) (E:)							
Network							

- 16. The configuration will open.
- 17. Click on Head End Devices (the name not the check box).

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18. Take the MAC address that you copied from your MSC and edit the MAC Address field to match.

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-	8 706-01 1 - Aree Remove 5 705-01 1 - Aree	
	HDDC1/1         6         706-01         1 - Area <c< td="">         2         702-01         1 - Area</c<>	
	et Device	
	dress	
	ISC View	
Consoles	loom All (%)	
Addr Name Area	consoles. Etc.	
	100 - 97 799 1 - Area 115 123 1 - Area	

19. You may only need to edit the last 3 segments of the MAC address



20. Once the MAC is entered, click on the Save Icon at the top.

<b>f</b> u	
<b>.</b>	<b>1</b>
Add / Delet	e Device

- 21. Click on the Home Icon to return to the main screen.
- 22. You are now ready to license the demo.
- 23. Click Generate Token. This token is needed to obtain product license.

Nokivale	Notes		10
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R5K Report			
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- 24. Go to a computer with Internet Access and connect to Rauland-Borg License portal http://ordersconnection.rauland.com/instance2EnvAALogin/html/login.html
- 25. Login to ROCO.
- 26. Click on License Portal.
- 27. Enter the Customer Number provided on your invoice for the R5KDemo and click on Submit.

Rouland	Our Full Line Of Produ	ucts To Fit Your Needs		
Name	Voce Profile	Reports	Scene Partal	Stage Off
RSK VerBication memory (Accesses Bond Co Accesses Bond Co Accesses Bond Co Manual Accesses mery DOLLAPS behave	License Managemer Gustomor number:	k esecol joutnit	se Portal	-
<b>d Help?</b> B) saments and by Rauland-Barg()				

28. Click on Responder 5000

#### **License Portal**

Product Line		
Responder 5		
Responder 5000		

29. Make sure the list includes R5KMRPT.

			RSK Lie	censes		
tospital Name	Ada	iress.		city	State	Country
		a man anna	a colored to a			and the section
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Rist Interp	etions		Temporary	No.# ACEN-0		Octorials
			Test	Not Addive		General

30. Click on Generate next to Standard

l	Activation Type	Matter	Version	Activation Date	Activated By	Action
	Standard	Not Addres				Generate

- 31. Enter in the Token generated from the R5KWare.
- 32. Choose the version
- 33. Click on Generate

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	Token	0: Y1 +		Generate	
	Lone			Generate	with:

- 34. Copy down the license key or the portal can also send an email with the License code
- 35. Return to the Demo laptop.
- 36. Enter generated License in the Home Screen of R5KWare and click on Apply License

Heard Version: v1. 02 ility Name: Alpha 2 Turkish otes Alpha Gold Copy Updated 7-Mar-2017 (N RSK/software/testing/AllphuLab)	System Overvier Vera / Roon Overvier It @ 7 Area 8 If @ Notes 3 If @	Configuration Progress Checkslist Customize System Complete Corridor Light Pitems F Priorites F Stall / Service Leeds F Call / Service Leeds F Complete Access / Units F Consolets F C
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Phone License: WALTOLIC	I.N.R.	

- 37. The Phone License and Apps License fields should change to a green License Applied message.
- 38. You are now ready to download the configuration into the system.
- 39. Click on Online Interactions, do not click on the check box next to the name.
- 40. It will ask you to recompile the configuration. Click Yes.

oftware Version:	v1.01	System Overview	Configuration Progress Che	ecklist
		Area / Room Overview Hardware Overview	Customize System	Complete
acility Name:	R5K Demo Units		Corridor Light Patterns	Г
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		Compile the Configuration?	Areas Rooms Action Buttons Consoles Zones / Units Coverage SIP Devices Marquees Head End Devices	
		Compile the Configuration?  A configuration re-compile is needed before updating the system config files. Do you wish to re-compile the configuration right now?  Yes No Cancel	Areas Action Buttors Consoles Zones / Units Coverage SIP Devices Marquees Harquees System Options	
Gaugette Takon		Compile the Configuration?	Areas Rooms Action Buttons Consoles Zones / Units Coverage SIP Devices Marquees Head End Devices System Options Compile Configuration	

41. It will compile and if there are no errors or warnings a box will appear. Click OK.

Configuration Editor Home Screen - Database Compile	Areas Rooms Action Buttons
Successful configuration compilation. No errors or warnings.	Consoles Zones / Units Coverage SIP Devices
ОК	Marquees Head End Devices System Options
/T64jS/A==	Compile Configuration Reports

42. The Online Interactions screen will open and begin checking the system communications.

	Head End Devices Converter Settinge Lone	
III: MSC 07 192 163 17 2Dev. Configured, Net, Onecked — RSkRpt 192 163 1199 ZDev_Configured_Net_Onecked	Check lead to device process.	
	Update Load FwCkg To Head End Devices Update Update Update Error: To all Files Updatet	
	- Cut Over Cut Over MSCut TNCut/Gut/ut	

43. When the check is complete, click on *Load Fw/Cfg to Head End Devices* button.

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Head End Devices Updated: Errors: Total Files Updated: Cut-Over Cut-Over MSCa/		Update Load Fw(Clg To Head End Devices			
Cut-Over MSCa/		Head End Devices			
Total Files Updated:		Errors	-		
Cut-Over Cut-Over MSCar		Total Files Updated:	-		
Cut-Over MSCs/		Cut-Over			
RNCs/PBiRpt		Cut-Over MSCs/ RNCs/R5kRpt			

- 44. This will begin the load.
- 45. Once complete, click on *Cut Over MSCs/RNCs/R5kRpt* button.
- 46. The console will reboot as well as the rest of the system.

By MSC 07 "192 168.1 199" Updated_Needs_Cutover     RisRipt 192 168.1 199" Updated_Needs_Cutover     Red End Devices     Configured: 2     Oritine: 2     Oritine: 0     In Need Of Update(s): 2     Total Files Needed: 2      Update     Load Is Complete     Update: 2      Errors: 0     Total Files Updated: 2	Contraction of the second se	Head End Devices Co	nsoles Settings Logs	
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Head End Devices       Check is Complete         Configured:       2         On-Line:       2         Off-Line:       0         In Need Of Update(s):       2         Total Files Needed:       2         Vadate       1         Load Is Complete       1         Update:       2         Total Files Updated:       2         Errors:       0         Total Files Updated:       2		Re-Check Head End Devices		Device
Configured: 2 On-Line: 2 Off-Line: 0 In Need Of Update(s): 2 Total Files Needed: 2 Update: 2 Load Fa/Clg To Head End Devices Load Is Complete Updated: 2 Errors: 0 Total Files Updated: 2		Head End Devices	Check Is Complete	
On-Line: 2 Off-Line: 0 In Need Of Update(a): 2 Total Files Needed: 2 Update Lead Fai/Clig To Head End Devices Updated: 2 Errors: 0 Total Files Updated: 2		Configured:	2	
Off-Line: 0 In Need Of Update(s): 2 Total Files Needed: 2 Update: 2 Head End Devices Updated: 2 Errors: 0 Total Files Updated: 2		On-Line:	2	
In Need Of Update(s): 2 Total Files Needed: 2 Update: Lead FielClg To Head End Devices Updated: 2 Errors: 0 Total Files Updated: 2		Off-Line:	0	
Total Files Needed: 2 Update To Head End Devices Head End Devices Update: 2 Errors: 0 Total Files Updated: 2		In Need Of Update(s)	2	
Update Lead FwtClg To Head End Devices Updated: 2 Errors: 0 Total Files Updated: 2		Total Files Needed:	2	
Lead FielCig To Head End Devices Updated: 2 Errors: 0 Total Files Updated: 2		Update		Eiler
Head End Devices     Load is Complete       Updated:     2       Errors:     0       Total Files Updated:     2		Load Fw/Clg To Head End Devices	******	Device
Updated: 2 Errora: 0 Total Files Updated: 2		Head End Devices	Load Is Complete	
Errors: 0 Total Files Updated: 2		Updated:	2	
Total Files Updated: 2		Errors:	0	
		Total Files Updated:	2	
Cut-Over		Cut-Over		
Cut-Over MSCal RNCu/RSkRpt		Cut-Over MSCs/ RNCs/R5kRpt		

- 47. Once the cut over completes, verify that both the MSC and R5KRpt are both green.
  - a. If both are green, then continue with step 48 below.

*	Responder 5000 Online Interactions - RSK_Demo	_ <b>D</b> X
B MSC 07 "192 168 1.7 Updated_Needs_Cutover R5kRpt 192 168 1.199 Updated_Needs_Cutover	Head End Devices   Consoles   Settings   Logs   Check Re-Check Head	Devices

- b. If the R5KRpt is yellow and says On\_Line\_Needs\_Cfg (1 File) then you must do the following. You may have to repeat this multiple times.
  - i. Close out the R5KWare.
  - ii. Right click on the Virtual machine's Windows Start button and chose Shut down.
  - iii. Once the virtual machine has shutdown, you can start it up again.
  - iv. Click on Start.

💱 Oracle VM VirtualBox Manager				×
<u>File</u> <u>Machine</u> <u>H</u> elp				
New Settings Discard Start		Details	<u> </u>	shots
64 R5KDemo-SRV	General	F	Preview	
2012: O Powered Off	Name: R5KDemo-SRV Operating System: Windows 2012 (64-bit)			

- v. Open R5KWare, open the demo configuration you are using.
- vi. Click on Online Interactions
- vii. The Online Interactions screen will open and begin checking the system communications.

RSkRpt 1921681199 ZDer_Configured_Not_Onecked	Chook Chook Head Cards Head End Dences Head End Dences
	Configured 2 On-Line Off-Line In Need Of Update(a): Total Files Needed:
	Update Load FullCly Te Head FullCly Te Head FullCly Updated Updated Errore. Total Files Updated
	Cut-Over Cut-Over MSCut RNCutRBRut

- viii. When the check is complete, click on *Load Fw/Cfg to Head End Devices* button. ix. This will begin the load.
  - x. Once complete, click on Cut Over MSCs/RNCs/R5kRpt button.
- xi. Once Cutover is complete, return to step 47.
- 48. Once this is done. Close out the R5KWare.
- 49. Right click on the Virtual machine's Windows Start button and chose Shut down.
  - a. You must restart the R5KDemo Virtual machine after each R5KWare download or else the R5KWare and R5K Report Software will not function!
  - b. The virtual machine must be shut down, not just restarted.



50. Once the virtual machine has shutdown, you can start it up again.

51. Click on Start.

💱 Oracle VM VirtualBox Manager		-		×
Eile Machine Help				
New Settings Disord Start		🔅 Details	<u>◎</u> <u>S</u> nap	shots
64 R5KDemo-SRV	📃 General	F	Preview	
2012 O Powered Off	Name: R5KDemo-SRV Operating System: Windows 2012 (64-bit)			

52. Now you are ready to open R5K Report Software. Return to Open R5K Report Software.



## 4: Appendix

## **Restarting the R5K Reports Service**

At times the R5K Reports Service will not start up or will need to be restarted.

You will know when this occurs as you cannot log in and are given an unexpected error.

		Jervices
son View Help		
		E _ D D
New Tab X	Kesponder Souto *	
← → C 192.168.1.1	199/r5kreporting/login.html	× -
		an unknown error occurred
	Dente and	
	Ramana	
	Roomanday 5000	
	Mesponder 5000	5
	Username	
	rEkusor	
	1 JAGSEI	
	Password	
	Password	
	Sign In	
		·

1. Left click on the Black desktop Windows Start button. The following screen appears.

Start			Administrator 🎴 ტ	
Sarver Nanager Windows	2014 SGL Saver 2014 Management			
Thir OC Task Manager	E Os			
	0,			
Adoministrative Tools				
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2. Click on Services



- 3. The Services window will appear.
- 4. Click once on a name of any service.

				Services		- 0
e Action View Help						
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Services (Local) Services (Local)						
Background Intelligent Transfer	Name *	Description	Status	Startup Type	Log On As	
Service	ActiveX Installer (AxInstSV)	Provides Us		Manual	Local Syste	
	C App Readiness	Gets apps re		Manual	Local Syste	
Start the service	Application Experience	Processes a		Manual (Trig	Local Syste	
	Application Host Helper Service	Provides ad	Running	Automatic	Local Syste	
Description:	Application Identity	Determines		Manual (Trig	Local Service	
Transfers files in the background	Application Information	Facilitates t		Manual (Trig	Local Syste	
using idle network bandwidth. If the	Application Layer Gateway Service	Provides su		Manual	Local Service	
applications that depend on BITS.	Application Management	Processes in		Manual	Local Syste	
such as Windows Update or MSN	AppX Deployment Service (AppXSVC)	Provides inf		Manual	Local Syste	
Explorer, will be unable to	ASP.NET State Service	Provides su		Manual	Network S	
automatically download programs	Background Intelligent Transfer Service			Manual	Local Syste	
and other information.	Background Tasks Infrastructure Service	Windows in	Running	Automatic	Local Syste	
	Base Filtering Engine	The Base Fil	Running	Automatic	Local Service	
	Certificate Propagation	Copies user	Running	Manual	Local Syste	
	CNG Key Isolation	The CNG ke		Manual (Trig	Local Syste	
	COM+ Event System	Supports Sy	Running	Automatic	Local Service	
	COM+ System Application	Manages th		Manual	Local Syste	
	🗟 Computer Browser	Maintains a		Disabled	Local Syste	
	Credential Manager	Provides se		Manual	Local Syste	
	Cryptographic Services	Provides thr	Running	Automatic	Network S	
	COM Server Process Launcher	The DCOM	Running	Automatic	Local Syste	
	C Device Association Service	Enables pair	1000.0000.0	Manual (Trig_	Local Syste	
	C Device Install Service	Enables a c		Manual (Trig_	Local Syste	
	C Device Setup Manager	Enables the	Running	Manual (Trig	Local Syste	
	C DHCP Client	Registers an	Running	Automatic	Local Service	
	C Diagnostic Policy Service	The Diagno	Running	Automatic (D_	Local Service	
	C Diagnostic Service Host	The Diagno		Manual	Local Service	
	G Diagnostic System Host	The Diagno		Manual	Local Syste	
	C Distributed Link Tracking Client	Maintains li	Running	Automatic	Local Syste	
	C Distributed Transaction Coordinator	Coordinates	Running	Automatic (D_	Network S	
	C DNS Client	The DNS Cli	Running	Automatic (T	Network S	
	C Encrypting File System (EFS)	Provides th		Manual (Trig	Local Syste	
	Extensible Authentication Protocol	The Extensi		Manual	Local Syste	
Extended Standard /						

- 5. Type the letter R to bring you down in the list to the R's.
- 6. The R5K\_ReportService should be highlighted. If not, click on it once to highlight.

9					Services	
File Action View	Help					
(+ +) 🗊 🗊	à 🗟 🛛 🖬 🕨 🖬 🕪 🖬					
Services (Local)	Services (Local)					
	R5K.ReportService	Name	Description	Status	Startup Type	Log On As
	-	🖏 R5K.ReportService		Running		
	Stop the service	Remote Access Auto Connection Manager	Creates a co		Manual	Local Syste
	Restart the service	Remote Access Connection Manager	Manages di		Manual	Local Syste
		Remote Desktop Configuration	Remote Des	Running	Manual	Local Syste
	Description:	Remote Desktop Services	Allows user	Running	Manual	Network S
	Processes messages coming from	Remote Desktop Services UserMode Port Redirector	Allows the r	Running	Manual	Local Syste
	devices and supports R5K WebApp	Remote Procedure Call (RPC)	The RPCSS	Running	Automatic	Network S

- 7. If it says Start the Service, click on Start.
- 8. If it says Stop the service/Restart the service, click on Restart.

			0	
File Action View	Help		File Action View Help	
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Services (Local)	Services (Local)		Services (Local) Services (Local	)
	Background Intelligent Transfer Service	Name Active	R5K.ReportService	
	<u>Start</u> the service	Applie Applie	Description:	
	Description: Transfers files in the background using idle network bandwidth. If the	Applie Applie	Processes messages con devices and supports R5	ning from K WebApp

9. The Restarting box will appear if you restart.

services (Local)	Services (Local)
	Service Control
R5K Report Service	r.

10. Now return to the R5K Reporting Software login and login.

Rouland Responder 5000	
Username Username	
Password Password	
Sign In	