



Mobile Administration

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About John Gaines

Background

- Air Force – Law Enforcement
- Tarrant County Sheriff Department – 6 Years – Ft. Worth, Texas
- Technology Consultant, IT Specialist, and Network Administration
1990 to Present
- Hexagon Public Safety February 2017

MPS Bootcamp is the old class

Mobile Administration Training is the NEW class

The previous MPS Bootcamp class was not preparing the agency personnel for the task of mobile administration. It was centered more around installation and some customization and little administration.

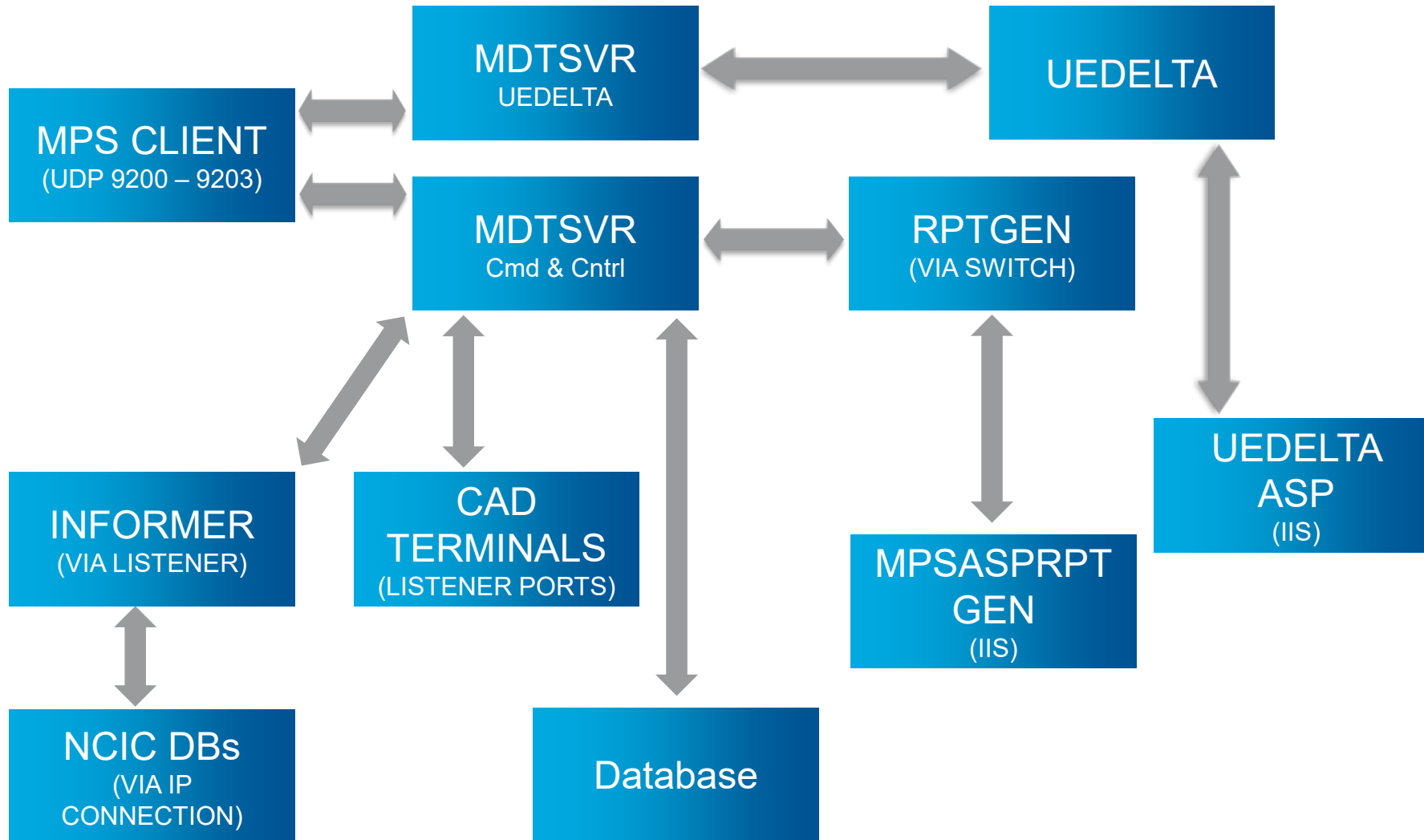
The new training class takes it from the point of view that you have just completed your implementation and all software is installed and properly configured. SO...

- What do you do now?
- What if something stops working?
- How do you troubleshoot?

Understanding Your Mobile Software

- Server Side
 - IMDT – communicates with CAD and the DB via Listener
 - IMDT Admin – Permission control between operator and supervisor
 - Tracker – Unit location and reporting
 - RptGen – Converting CAD and DB data to pages able to be displayed in MPS
 - UEDelta – Unit and Event Delta updates
- Client Side
 - MobilePublicSafety
 - XML configuration files
 - Data folder
 - GPS configuration
 - Customizing the user experience

Architecture Overview



What is considered “supported” by Hexagon and what is not

- Define “supported”
- Current version and the one previous – we call this N-1 – i.e. 9.4 and 9.3MR6. These versions will be evaluated for patches and updates.
- Customizations created and implemented by Hexagon.

Minimum Requirements for MPS (COTS)

- Four items are required for MPS to connect and function
 - Server Address (IP or DNS Name)
 - UDP Ports
 - Map Files
 - Map files are kept in the custom<Config>\maps folder
 - Map name in the mobileWsgSettings.xml file
 - Options Files

mobileWsgSettings.xml

```
<mobilePublicSafety>
  <settings>
    <communication mode="mdtUdp">
      <mdtUdp ueDeltaMode="ueDeltaUdp">
        <primaryServerAddress>MDT SERVER IP ADDRESS</primaryServerAddress>
        <ueDeltaUdp>
          <primaryServerAddress>UEDELTA MDT SERVER IP ADDRESS</primaryServerAddress>
        </ueDeltaUdp>
      </mdtUdp>
    </communication>
    <map>
      <path>maps/map.map</path>
    </map>
  </settings>
</mobilePublicSafety>
```

Directory Structure

The image displays a file explorer window showing the directory structure of a project. The left pane shows a tree view with the following structure:

- configurations
 - customPolice
 - html
 - bars
 - behaviors
 - forms
 - oneshots
 - options
 - popups
 - views
 - images
 - maps
 - res
 - graphics
 - templates
 - scripts
 - sounds
 - styles

The right pane shows the contents of the 'html' folder, with the following files and subfolders:

- html
 - images
 - maps
 - res
 - scripts
 - sounds
 - styles
 - mobileTriggers.xml
 - mobileWsgSettings.xml
 - mobileWsgSuppTables.xml
 - mobileWsgUseCases.xml

How is the master mobileWsgSettings.xml file created

- PublicSafety
- Agency
- common
- customPublicSafety
- customPolice, or customFire, or customEMS

Review this file in the data folder and verify the settings being loaded.

When a problem is reported,

- Is this occurring for one user or multiple?
- Can you track a timeline of when it started?
- Can you reproduce the problem?
- What are some other questions you ask? Class participation.

WHAT CHANGED?

- New MPS update?
- New configuration change server or client side?
- Windows updates?
- Workflow or procedure?
- New 3rd party software installation?
- Hardware changes?

Something changed. Software executes instructions based on the code. Software does not change the functions it is designed to follow.

Troubleshooting

- Review the logs – both server and client.
- Verify on a new or different MPS unit.
- If just occurring on one system, copy the MobilePublicSafety folder from a known working unit onto the non-working unit.
- Remove new configuration changes.
- Remove new customization changes.
- Take it back to COTS

Troubleshooting Around RCM

- The download marker - \$DownloadMarker\$

Local Disk (C:) > Program Files (x86) > Intergraph > MobilePublicSafety >

Name	Date modified	Type	Size
AntiBiasSetup	9/26/2018 11:29 AM	File folder	
Bin	9/26/2018 11:30 AM	File folder	
Documentation	9/26/2018 11:29 AM	File folder	
FileTransferClientResources	9/26/2018 11:29 AM	File folder	
WsgApplicationData	9/26/2018 11:31 AM	File folder	
\$DownloadMarker\$.txt	9/26/2018 11:29 AM	Text Document	1 KB
custom.bat	5/3/2018 6:43 PM	Windows Batch File	5 KB
junction.exe	5/3/2018 6:27 PM	Application	94 KB
JunctionPoints.bat	9/24/2018 1:15 PM	Windows Batch File	2 KB
mfc71.dll	3/18/2003 8:20 PM	Application extens...	1,036 KB
mfc71u.dll	3/18/2003 8:12 PM	Application extens...	1,023 KB
MPS_splash.png	5/3/2018 6:43 PM	PNG image	77 KB
msvcr71.dll	2/21/2003 3:42 AM	Application extens...	340 KB
RcmManifest.txt	5/3/2018 6:43 PM	Text Document	2 KB
RemoveData.bat	9/24/2018 1:15 PM	Windows Batch File	2 KB
touch.exe	5/3/2018 6:49 PM	Application	52 KB

Resources you can check

- Supported environments doc.
- Issues resolved doc.

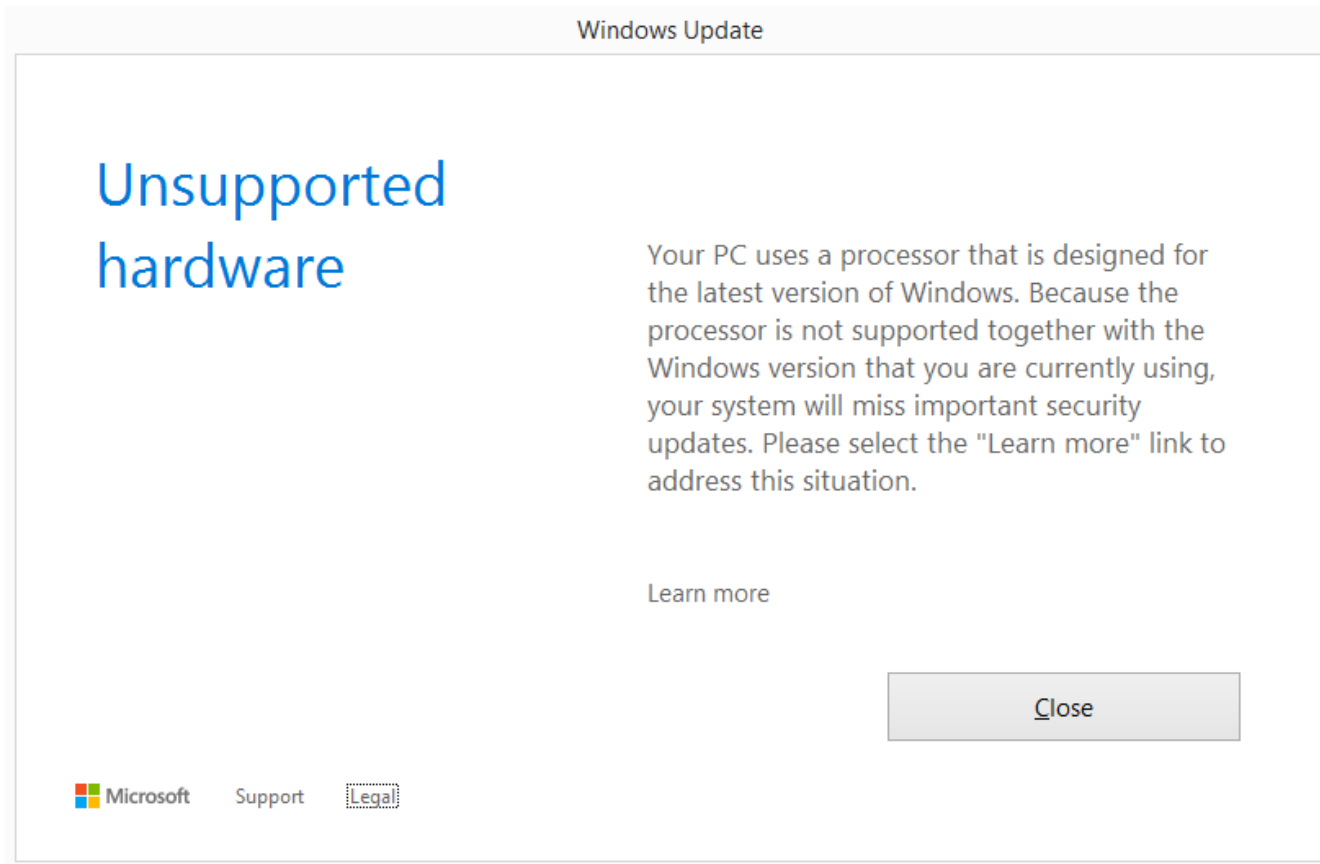
Request these documents from our support desk on an often basis. They are continuously updated with new information.

Windows 10 Support

- Supported environments are 9.3MR5 and newer. i.e. 9.3MR5, MR6, and 9.4x
- Hexagon does not have any test information with Windows 10 on earlier versions as we do not support this configuration.
- If you are running a non-supported version of CAD or Mobile on Windows 10, we do not have any way of knowing if the problem you have encountered is due to Windows 10 or the MPS software or configuration.

A New Wrinkle from Microsoft and Intel

- Be aware with new hardware purchases



Thank You