

Mobile for Public Safety

Installation Guide



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Overview of Intergraph Setup Manager

Intergraph Setup Manager (*Setup.exe*) is a tool that you use to install and maintain Intergraph software. Once the software is installed, you can also use the tool to perform the following software maintenance tasks:

- Modify
- Repair
- Remove
- Update

If the following options are available for your site, you can also use **Intergraph Setup Manager** to:

- Run configuration processes
- Install complementary software
- Run the installation process in batch or silent mode.

NOTE If you are an application developer who wants to create a complementary software setup for **Intergraph Setup Manager**, see Appendix A - Complementary Software Setup.

Intergraph Setup Manager User Interface

The **Intergraph Setup Manager** dialog box opens when you double click *Setup.exe* to start the installation process.

Dialog Box Options

Software

The **Software** box displays the list of products that you can install. Select these one at a time to install or update software. When you select a product, the user interface updates to display the current status of the software installation, which is reflected in the **New Software** or **Installed Software** list.

Version

To the right of the **Software** box is the **Version** number of the selected product.

Documentation Links

Listed under the **Version** number are links that provide access to information about the selected software. The **Support** link takes you directly to the Intergraph website. If a document is not available for the selected software, the corresponding link is disabled.

NOTE The documentation is available in English or in other languages if localized versions of the documents are available. These documents are stored in the `\<SoftwareDeploymentFolderName>\Program Files\Intergraph\<SoftwareProgramFolder>[\<SubFolder>]\<LCID>\` folder. A configurable fallback language (English) folder is specified for cases when the documents have not been localized.

New Software or Installed Software

If no software products have been installed, the **New Software** box is displayed so you can install new software. Once software is installed, the label of this box changes to **Installed Software**. The **Version**, **Status**, and **Action** columns are explained below:

Version	Status	Action
If you are installing software, this field displays the version available for installation. If you are modifying, repairing, or removing software, this field displays the version currently installed on your computer. This is a read-only field.	Displays an icon reflecting the status of the software you selected. See the Icons section below for more information.	The links displayed under Action change to reflect what actions you can perform during the installation or update process.

Configuration

NOTE This box may not be implemented for all product installations.

If additional configuration steps are required for your software, the **Configuration** box opens after installation is complete. Select the application from the list and click **Configure**.




Complementary Software

Complementary software is software that is useful for or needed to run with your Intergraph software. If complementary software is available for your site, the **Complementary Software** box opens after installation is complete. Select the application from the list and click **Install**.

NOTE **Complementary Software** is available for your site only if an application developer creates it. For more information, see Appendix A - Complementary Software Setup.

Icons

The following icons appear in the **Status** list. These icons and their corresponding tooltips change to reflect the current status of the installation or update process.

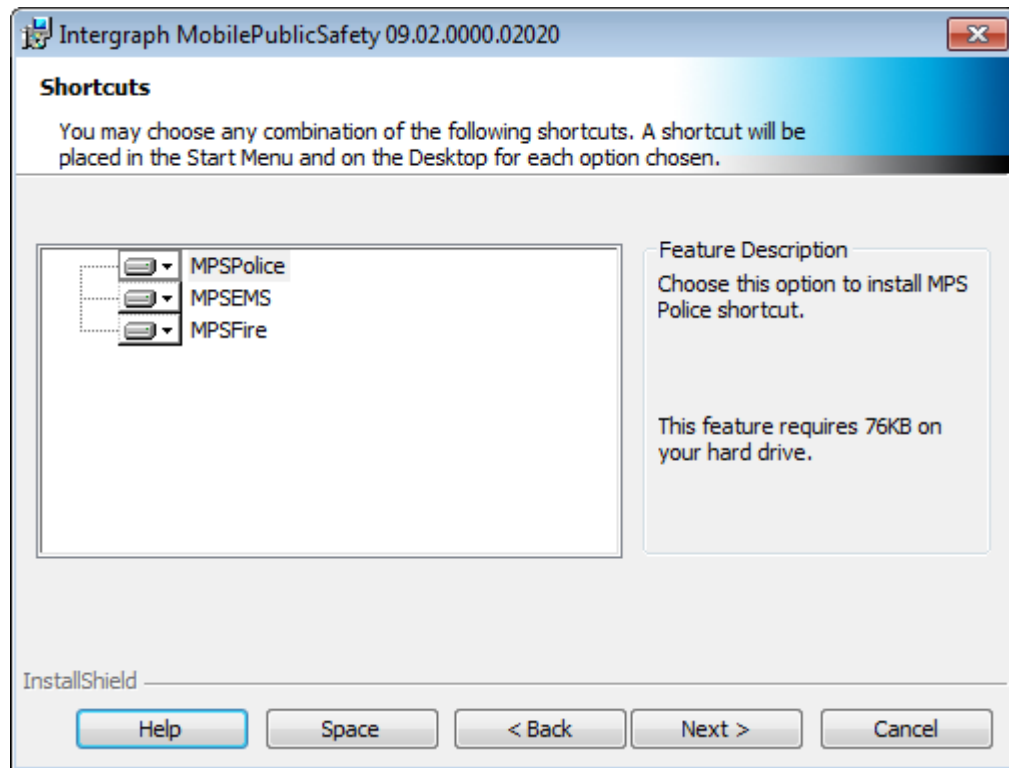
Icon	New or Installed Software	Configuration	Complementary Software
	Indicates the selected software is not installed. Or Indicates an installation failure. Check the Event Log for information.	Indicates the installed application of the selected software is not configured. Or Indicates a configuration failure. Check the Event Log for information.	Indicates the complementary software is available but is not installed. Or Indicates an installation failure. Check the Event Log for information.
	Installation is in progress.	Configuration is in progress.	Installation is in progress.
	Installation is successful.	Configuration is successful.	Installation is successful.


Installing Mobile for Public Safety with Intergraph Setup Manager

To install new software with Intergraph Setup Manager:

1. Verify that .NET Framework 4.5 is installed on your machine. If it is not installed, go to your Intergraph delivery media and navigate to the ...\\Repository_DotNetFramework folder. Install .NET Framework 4.5 from that location.
2. From your delivery media, right click *Setup.exe* and select **Run as administrator** to open Intergraph Setup Manager.
3. In the **Software** list box, select the Intergraph software to install.
4. *Optional:* Click a link to the right of the **Software** list box to open and review documentation as required for the selected Intergraph software.
5. In the **New Software** box, click **Install**.
The installation process begins.
6. When the **Welcome** dialog box displays, click **Next**. The **License Agreement** dialog box displays
7. Select **I accept the terms...** and click **Next**.
8. Accept the default **Destination Folder**, or choose an alternate delivery path, and click **Next**.

The **Shortcuts** dialog box displays.



9. *Optional:* Click **Help** to display the **Custom Setup Tips** dialog box.
10. *Optional:* Select a version of Mobile for Public Safety, such as **MPSPolice**, and click **Space** to view the **Disk Space Requirements** dialog box.
11. Select the appropriate version or versions of Mobile for Public Safety to install, and click **Next**.
12. Click **Install**.
- NOTE** Once the software is installed, you can also use **Intergraph Setup Manager** to perform software maintenance tasks, such as modifying, repairing, or removing software.
13. If additional configuration steps are available for your software, the **Configuration** box opens, and you can perform steps to configure the software.
14. If extended or complementary software is available for your site, the **Complementary Software** box opens after installation completes.
15. Click  to close the **Intergraph Setup Manager**.

Updating Mobile for Public Safety with Intergraph Setup Manager

If you are updating Mobile for Public Safety from a previous version, you may have to perform additional steps to ensure proper functionality.


If you have customized files for your site, such as CONFIG or HTM files, you must merge the updated version of the base files with the customized version of the files to retain your customizations. See the *Mobile for Public Safety Release Notes* for the latest file changes and any other specialized instructions.

IMPORTANT You must also merge customized files for I/Mobile Data Terminal (I/MDT) with any updated files, especially those delivered to the `\MpsAspRptgen` folder in I/MDT. See the *CAD Interfaces Release Notes* for the latest file changes and any other specialized instructions.

WARNING If you have customized any CONFIG files for Mobile for Public Safety, such as *MobileCardSwipe.dll.config*, you must save your customized version in a separate location *before* upgrading or your customizations will be overwritten. The following is a list of all CONFIG files delivered with Mobile for Public Safety:

- *GMap.dll.config*
- *IngrViewer.exe.config*
- *MobileCadMap.dll.config*
- *MobileCardSwipe.dll.config*
- *MobilePictometry.dll.config*
- *MobilePublicSafety.dll.config*
- *MobileTriggers.dll.config*
- *MobileWsgCore.dll.config*
- *VeMap.dll.config*
- *WsgPositionAndStatus.dll.config*

To update Mobile for Public Safety:

1. If you are running Mobile for Public Safety, sign off and exit the application.
2. From your delivery media, right click *Setup.exe* and select **Run as administrator** to open Intergraph Setup Manager.
3. In the **Software** list box, select the Intergraph software to update.
4. In the **Installed Software** box, click **Update**.
The update process begins.
5. Click  to close the **Intergraph Setup Manager**.
6. Merge the updated files with any customized files. See the *Mobile for Public Safety Release Notes* for the latest file changes and any other specialized instructions.

Troubleshooting

Both the client and server applications use log files to record errors and diagnostic trace information. There are several logs distributed throughout the applications.

To perform basic troubleshooting, generate the log files and analyze them.

Controlling the Information Logged

By default, all the logs only contain error information or extremely brief diagnostic information.

NOTE To diagnose a problem, change the debug or logging level to a level higher than the default. This causes the applications to write diagnostic information into the logs.

In general, the server applications use a command line switch, `/debug:`, to set the logging level. The `/debug:5` setting is used for troubleshooting. The `/debug:0` setting is recommended for best performance. The command line arguments for the server applications are set in ISM.

The client creates several logs. The primary logging level is set in the *IngrViewer.exe.config* file. There are secondary logging levels set in the *mobileWsgSettings.xml* file.

To troubleshoot the client, set `switchValue` to "All" for the category source with name "Trace".

```
<loggingConfiguration name="Logging Application Block" ...>
...
  <categorySources>
    <!-- >>>> Adjust switchValue to All, Information, Warning, Error,
    etc. to control the amount of logging going to this file -->
    <add switchValue="Information" name="Trace">
      <listeners>
        <add name="Rolling Flat File Trace Listener" />
      </listeners>
    </add>
  </categorySources>
</loggingConfiguration>
```

A CAB log is also available from the *IngrViewer.exe.config* file. It is controlled from the `system.diagnostics` section of this file. Find the sources that add the name "Cab" and set their `switchValue` to "All".


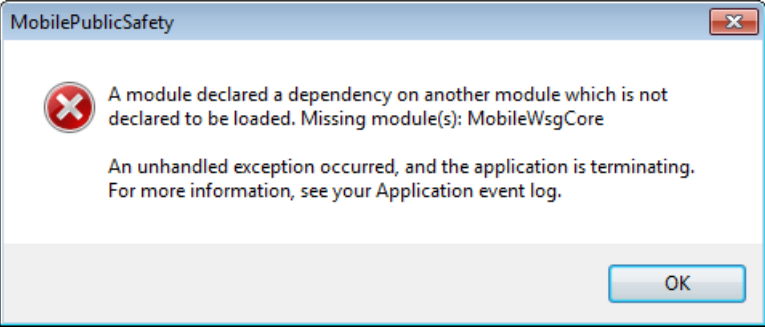
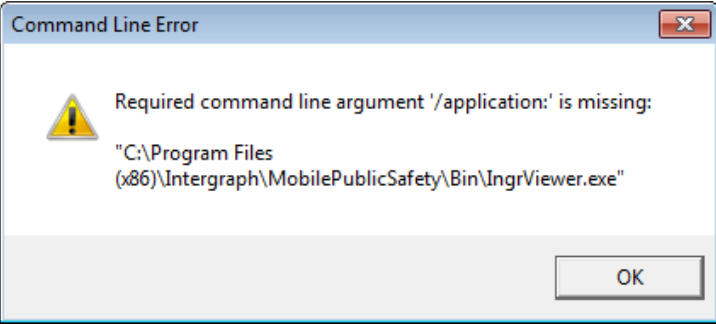
In the settings file, set the `loggingLevel` attributes to `loggingLevel="9"`.

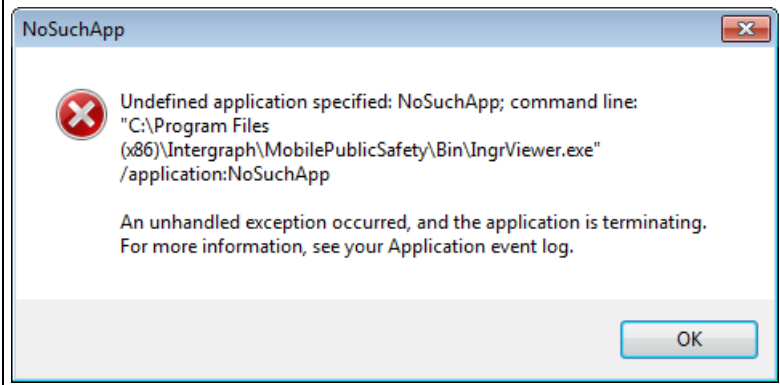
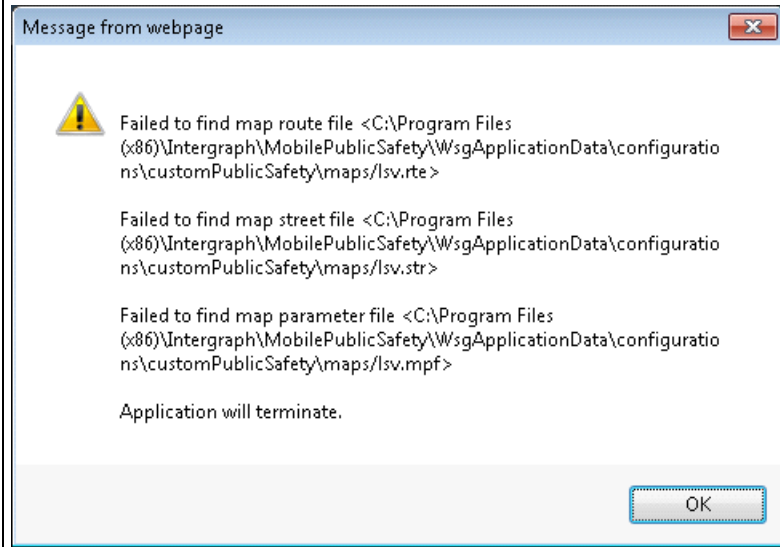
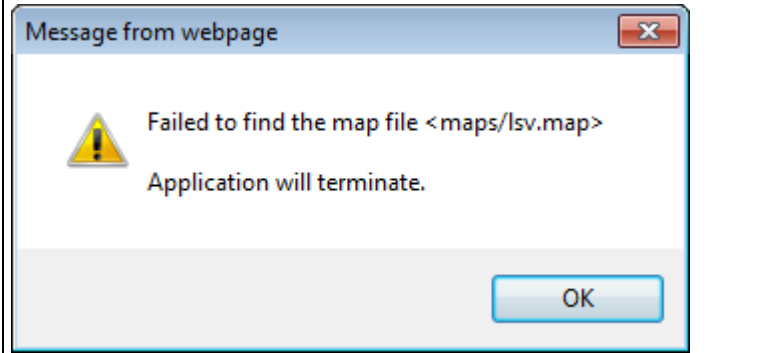
For the optimal combination of error reporting and performance, set the Trace `switchValue` to "Information" and `loggingLevel="0"`.

By default, important client logging ("warning" and higher) is also sent to the Windows Event Viewer. This is controlled in the `loggingConfiguration` section of the *IngrViewer.exe.config* file, under the category source name "General".

Client Startup Troubleshooting

If there are problems as the MPS client executable, *IngrViewer.exe*, is starting up and aspects of the configuration are wrong or missing, there may not be an error generated. For details on the initialization process, see *How IngrViewer.exe Configures Itself at Startup*.

Problem	Possible Cause
<p>The program displays as an empty shell:</p> 	<ul style="list-style-type: none"> There is no information in the CAB Module Registry. The application listed on the command line is missing from the registry and the other installed applications and modules have all their declared dependencies available.
	<ul style="list-style-type: none"> A declared dependency is not available. This can occur even if the module that is declaring the dependency is not part of the application being started. Ensure that any products that have been removed from the computer are not still defined in the CAB Module Registry. Ensure that the AssemblyFile exists in the location being referenced. This error occurs if AssemblyFile has been moved or deleted, or if the registry sub-key is missing.
	<ul style="list-style-type: none"> The command line does not specify an application.

	<ul style="list-style-type: none"> No application by the given name is found in the <i>ProfileCatalog.xml</i> file. Check the spelling on the command line.
	<ul style="list-style-type: none"> One or all of the three mapping files other than the <i>.map</i> file itself is missing. The example shows the error if all three files are missing.
	<ul style="list-style-type: none"> The <i>.map</i> file is missing from the <i>lcustomPublicSafety</i> folder.

Understanding the Log Files

To understand the log files, think of the client and server software as a pipeline of data between the client, the Portal, and I/MDT. The log files represent what is occurring at the various stages of that data pipeline. Knowing how the data pipeline works helps you decide which logging levels to elevate and what logs will result.

Client Log Files

All the client log files are in the folder *WsgApplicationData/data/logs*.

Typically, the client log files have the day, month, and year appended to the end of the file name. Exceptions are the current primary log and the CAB log, which are called *trace.log* and *cab.log*, respectively. These log files have the date stamp added when the file rolls over, either based on size or the date changing, and a new log file is started). The log files automatically roll over each day so that a new file is created after midnight.

The client has as several major components, and each of these components has its own log file:

- To troubleshoot problems with the communication link (transmitting or receiving data) with the Portal, use *./data/logs/ipcommtrace.txt*.
- The Composite UI Application Block (CAB): *./data/logs/cab.log*.
- To troubleshoot problems with use cases, use *./data/logs/trace.log*.

Portal Log Files

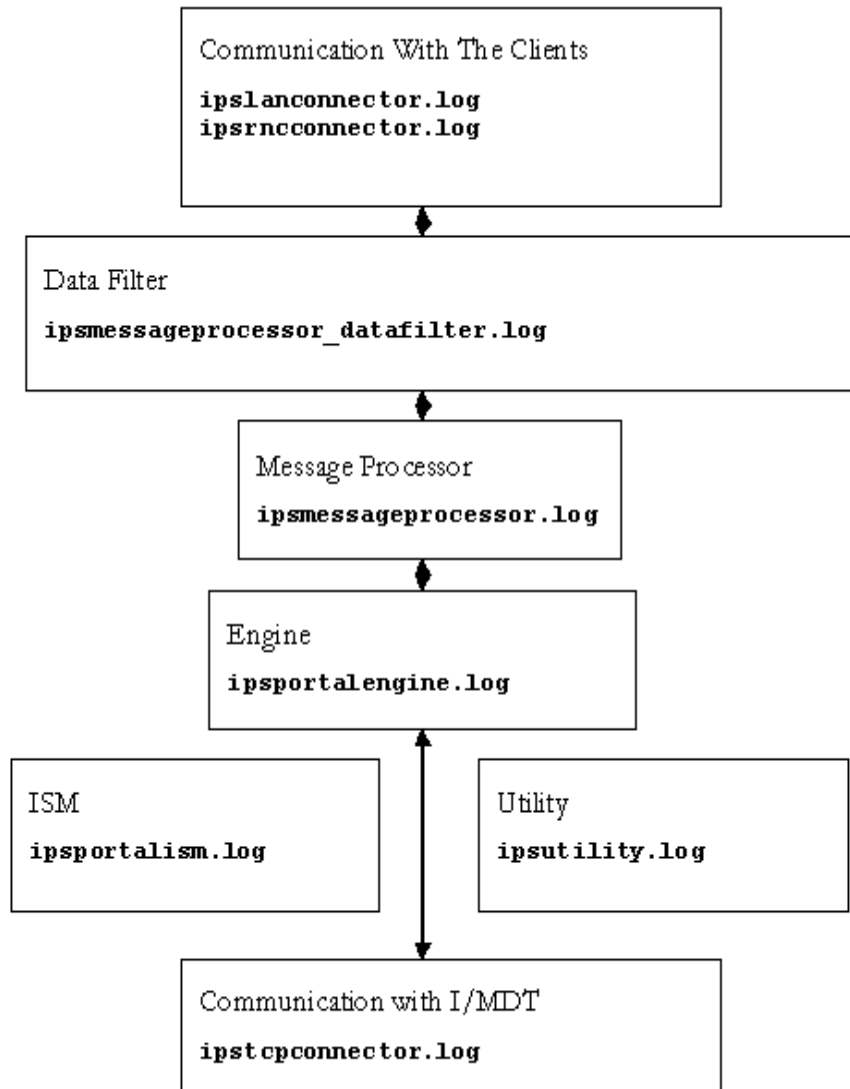
The Portal process generates several different log files that represent all the internal processes the Portal uses to transfer data between the clients and I/MDT.

The location of the Portal log files is specified in ISM. Set the */debug:9* command line argument for the Portal in ISM to diagnose Portal problems.

The Portal contains the following components:

- The communication to and from the clients
- The message processor for routing data
- The data filter for formatting data
- The utility section for miscellaneous functions
- The communication to and from I/MDT
- The engine for coordinating all the internal processing

- The ISM layer for running under ISM



For example, to debug communication problems with the clients you can:

- Look in the LAN connect and RNC connector logs on the Portal and the comm. trace log on the client to see if the data is going back and forth from client to Portal.
- Look in the TCP connector log on the Portal to see if data is going back and forth from the Portal to I/MDT.

I/MDT Log Files

The I/MDT log is usually the first log file requested to diagnose mobile problems. Its location is specified in ISM.

NOTE Set the /debug:5 command line argument for I/MDT in ISM to diagnose problems. This is the best way to debug mobile problems.

Technical Support and Information

Intergraph provides several ways to access information and to contact support, including self-help tools and phone support.

Self-Help Support Tools

Intergraph provides several electronic self-help support tools to answer your support questions 24 hours a day, 7 days a week.

1. Go to the *SG&I Support page* (<http://support.intergraph.com/>).

NOTE The first time you select this link, it displays the Intergraph Support page, and you need to select **Security, Government & Infrastructure Division** to display the SG&I Support page. When you select this link the next time, it will go directly to the SG&I Support page. If you later want to change the division, click [**Change Support Division**] at the bottom of the left panel on the Support page.

2. Under **Product Support**, select from the **Products** drop-down list; then click **Go**.
3. On the **Customer Log In** page, enter your user ID and password; then click **Log In**. If you do not have a user login, click the link to request one.
4. On the product page, do one of the following:
 - Click **Knowledge Base Search**.
 - Scroll to the **Product Versions** table and click the download icon for the document you want to read.
 - To read about new or enhanced features, click **Release Notes**.
 - To read about defects that have been fixed, click **Issues Resolved**.
 - To read about system requirements, click **Supported Environments**.

NOTE **Release Notes** and **Issues Resolved** might not be available for the initial release of a product because an initial release has all new features and no updated features. Some minor releases might not provide **Release Notes** or **Issues Resolved**.

Phone Numbers

For general Intergraph information, please call 800.345.4856 (US). For worldwide support, please contact your *local Intergraph office* (<http://www.Intergraph.com/worldwide.aspx>). For North American Phone Support, please call the appropriate number in the following table:

Portfolio / Product Family	Phone Numbers	Additional Information
Defense & Intelligence Portfolio <ul style="list-style-type: none">▪ GIPS▪ GIES	800.661.8134	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST

Portfolio / Product Family	Phone Numbers	Additional Information
GeoSpatial Portfolio <ul style="list-style-type: none"> ▪ ECW ▪ ERDAS APOLLO ▪ ERDAS ER Mapper ▪ ERDAS Extensions for ArcGIS® ▪ ERDAS Imagine® ▪ ERDAS Other ▪ LPS 	800.661.8134	Monday – Friday, 8:00 a.m. – 5:00 p.m., EST
<ul style="list-style-type: none"> ▪ Camera Systems ▪ Digital Cartographic Suite ▪ GeoMedia ▪ GIS Imaging ▪ ImageStation ▪ IntelliWhere ▪ MGE ▪ TerraShare 	800.661.8134	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST
Infrastructure Portfolio <ul style="list-style-type: none"> ▪ G/Technology ▪ FRAMME 	877.463.1217	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST 24/7 support for P1 Critical System Down problems
<ul style="list-style-type: none"> ▪ InService 	877.822.8921	
Public Safety Portfolio <ul style="list-style-type: none"> ▪ BI Direct for CAD ▪ BI Direct for WebRMS ▪ BI Premium ▪ I/CAD ▪ I/LEADS ▪ inPursuit ▪ Video Analyst 	877.822.8921	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST 24/7 support for P1 Critical System Down problems
Security Portfolio <ul style="list-style-type: none"> ▪ Security ▪ EdgeFrontier ▪ Video Responder 	877.822.8921	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST 24/7 support for P1 Critical System Down problems
US Federal Customers	800.633.7248	Email questions to supportdesk@intergraphgovsolutions.com

Other Links

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