MHCORBIN INC
Highway Information Systems

INSTALLATION GUIDE

Platinum Server

Setup and Administration

PUBLISHED BY

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REVISION AND SIGNOFF

REVISION HISTORY

Last Updated: 3/20/2014

Date	Version	Author	Description
6/29/2006	0.1	AMH	Initial creation of document.
4/23/2007	0.1	MDL	Updates Documented to original Document
7/16/2010	2.0	BWI	Rebranded from QTT Platinum to HIS Communication Control
11/9/2010	2.1	PCE	Added Dialogic Diva installation instructions
4/16/2013	3.0	BWI	Rebranded From HIS Communication Control to MH Corbin Platinum

PREFACE

DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Item	Definition / Example
HAR	Highway Advisory Radio
VMS	Variable Message Sign
Beacon	Advance warning beacon

REFERENCES

Reference	Description / Applicability	Location of Reference
AdvanceWarn Client API.doc	Client connection API	VSS\Docs

PURPOSE OF THIS DOCUMENT

This document details the procedures for installing and operating the Platinum Server product.

This document does not cover the technical details of the Client API, the Rules Engine, or the Text-To-Speech installation/interface.

OVERVIEW

M. H. Corbin introduced the Platinum Client and Server products to replace the DR2000 software which controlled HARs and Beacons. Platinum offers all the features of the DR2000, plus additional features which will eventually control VMS units and other 3rd party products, such as roadway sensors and cameras.

Platinum offers a much more robust platform than the older product, and includes a completely new server and client that are capable of distributed processing. Platinum will also run as a service using Windows security and restart features.

INSTALLATION

DIALOGIC TELEPHONY BOARD INSTALLATION

Installing the dialogic card is not required for systems that do not need to interface to devices using the analog phone line.

It is recommended that you first upgrade your windows operating system with the most recent patches and upgrades available from Microsoft. For XP and Server 2003 users, this can be done using the Microsoft IE browser, via the Tools->Windows Update menu option as shown below:

FIGURE 1 - UPDATING YOUR WINDOWS OPERATING SYSTEM.

The dialogic board installation for Platinum Server requires hardware and software to be installed. Although the hardware and software can be installed in different orders, only one order will be presented in this document. Platinum Server supports two Dialogic telephony boards via Windows TAPI interface:

- Dialogic D/4PCI-U
- Dialogic Diva UM-Analog-2 PCI v1

INSTALLING DIALOGIC ® D/4PCI-U BOARD AND DRIVERS

The components that make up the installation are:

- Dialogic D/4PCI-U telephony board (hardware)
- Dialogic SR 6.0 (software)
- Dialogic SR 5.1 Springware TAPI drivers (software) and the configuration of the TSP
- Dialogic WAV audio driver (software)

STEP 1 - INSTALL THE INTEL DIALOGIC® PCI CARD

- Shutdown and turn off the computer
- Unplug the computer.
- Open the chassis, and install the dialogic PCI card into an available PCI slot.
- Close the computer chassis.
- Turn the computer on and allow it to boot up.
- Login to the computer as the administrator.
- You may be prompted by the computer that new hardware was found, and that the operating system can search for drivers for this hardware. Press the CANCEL option on this dialog at this time.

STEP 2 - INSTALL THE INTEL DIALOGIC® SR 6.0 SOFTWARE

- Insert the CD marked Intel Dialogic SR6.0 into your CD-ROM drive. When the auto-run screen appears, select “Install Intel Software”:

FIGURE 2 - INTEL DIALOGIC MAIN MENU

When you encounter the select components window, check only the top option – Core runtime package:

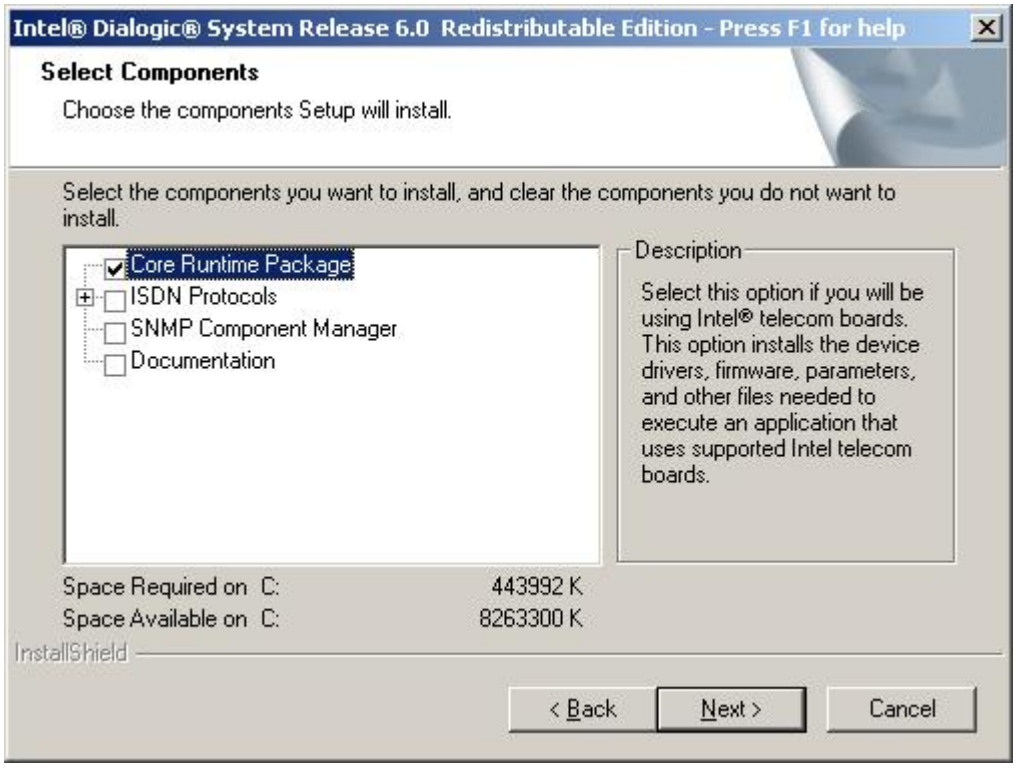


FIGURE 3 - SELECT DIALOGIC COMPONENTS

Click the Next button to accept default options and wait for the program to copy all files. If you are prompted regarding the installation of any 3rd party software, select "YES". After installation, you will be asked to restart your computer, DO NOT RESTART THE COMPUTER at this time. Select "NO".

STEP 3 - INSTALL THE INTEL DIALOGIC® 5.1 SPRINGWARE TAPI DRIVERS

- Insert the CD marked Intel Dialogic SR 5.1 into your CD-ROM drive. When the auto-run screen appears, select "Install Intel Software".
- You will be warned that Dialogic software is already present on the computer – select YES to the "Continue with Installation" message box.
- You will be presented with the following screen:

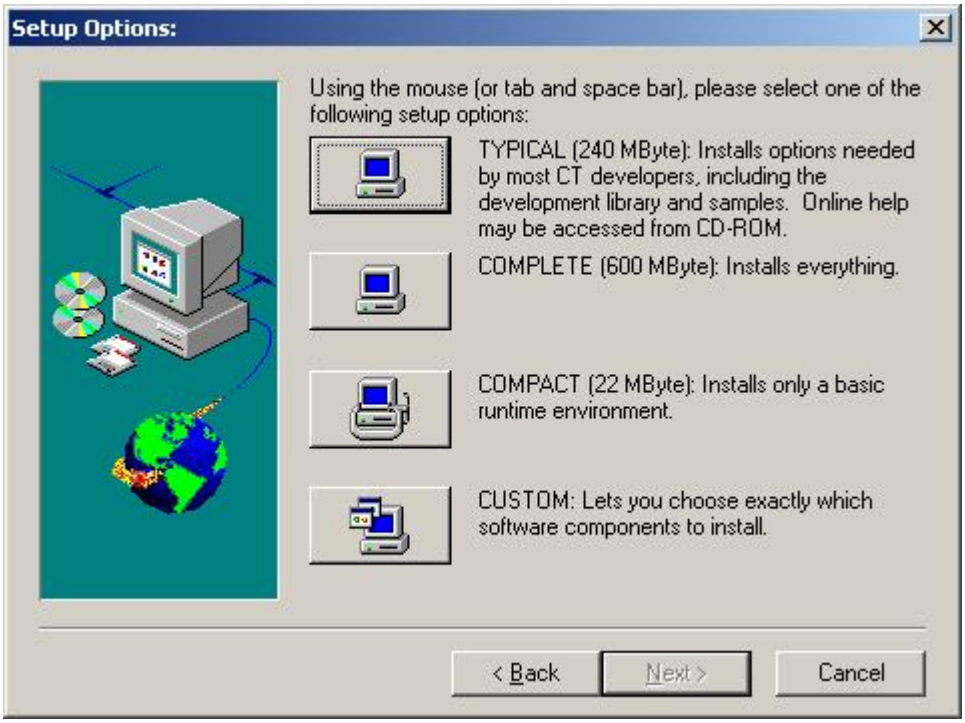


FIGURE 4 - DIALOGIC 5.1 SETUP SCREEN

Select the "CUSTOM" option. On the next screen, you should only select the option for the "Springware TAPI Service Provider" option, as shown below:

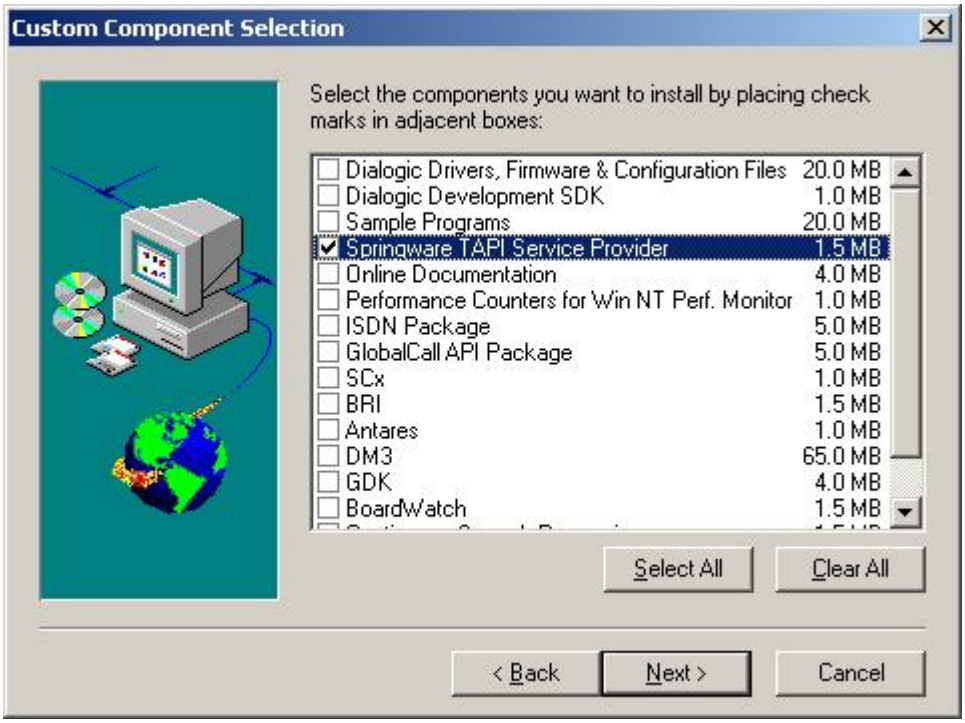


FIGURE 5 - CUSTOM COMPONENT SELECTION

Continue until the installation is complete, and then you will be required to restart your computer again. Restart your computer at this time.

STEP 4 - INSTALL THE INTEL DIALOGIC® WAV AUDIO DRIVERS

- After you have restarted your computer and logged in, you may be notified that new hardware has been detected on your computer. Allow the wizard to search for the proper hardware drivers (which were installed in previous steps). If you are not notified about new hardware, then your computer has probably already detected and installed the appropriate drivers.
- Using the control panel, go to Administrative Tools, and then to Services. Make sure the "Intel Dialogic System Service" is started and set to automatically start.
- **[Make sure that the Dialogic device appears in the control panel's "Phones and Modems" advanced tab.]**
- Start the control panel, and select "Add Hardware".
- Select the option, "Yes, I have already connected the hardware" option.
- On the following dialog, scroll to the bottom of the list and select "Add a new hardware device" as shown below:

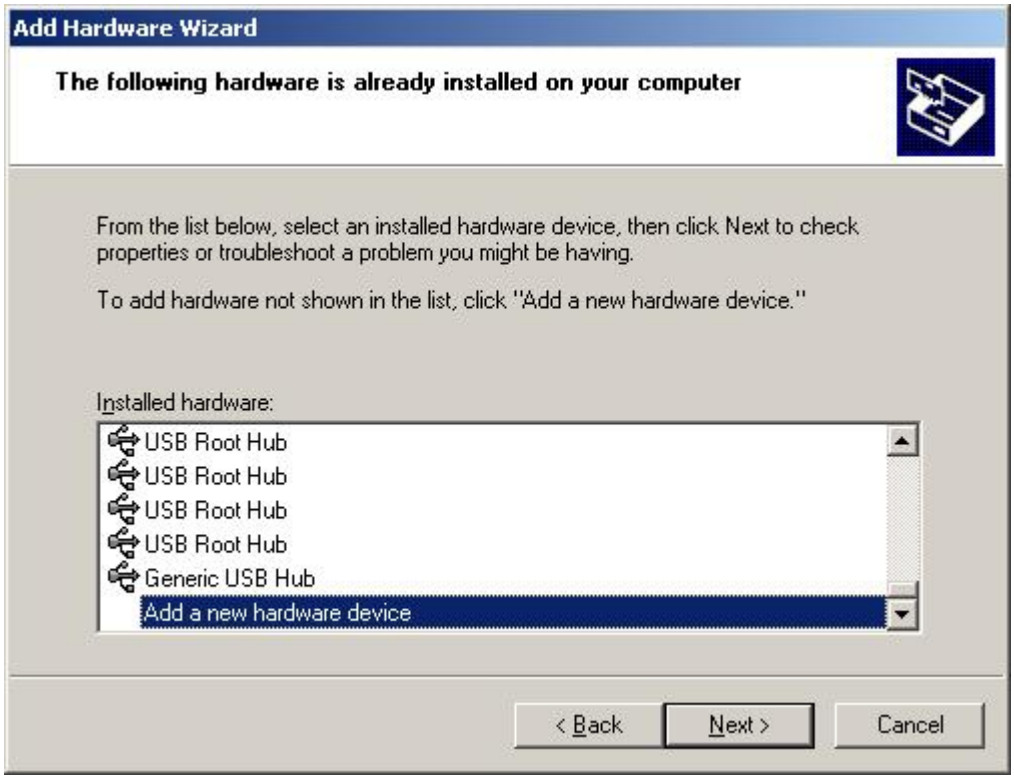


FIGURE 6 - ADD HARDWARE WIZARD

- On the next dialog, select “Install the hardware that I manually select from a list (advanced)” option.
- On the next dialog, select the “Sound, video, and game controllers” type.
- On the next dialog, select the **Have Disk** option.
- On the next dialog, select the directory containing the dialogic “oemsetup.inf” file. Typically this is in the Dialogic program directory, under “lib” as shown on the next page:

FIGURE 7 - INSTALL FROM DISK

- If prompted for the dlgwave.dll file, it is in the same directory as the oemsetup.inf file in the step above.
- You will then be prompted for the settings of the Dialogic WAVE driver configuration. Make sure your settings are as follows, and press **OK** button:

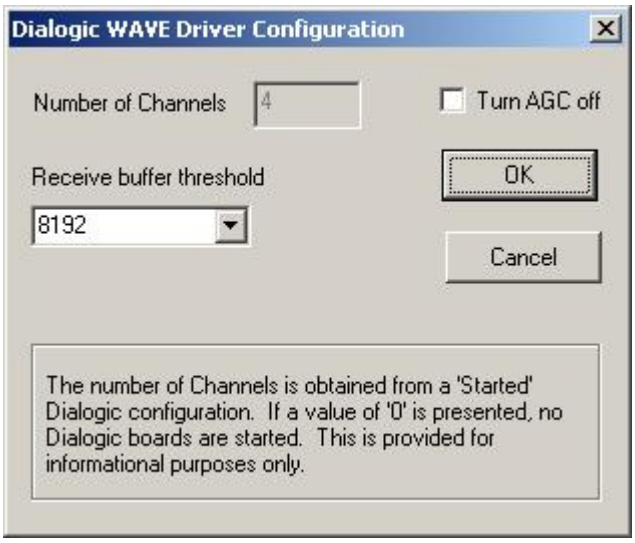


FIGURE 8 - DIALOGIC WAVE DRIVER CONFIGURATION

STEP 5 – CONFIGURE THE SPRINGWARE TSP DRIVER

- Bring up the control panel.
- Select Phone and Modem Options
- Select the Advanced tab
- Select the Dialogic Generation 2 Service Provider for NT
- Press the Configure button, which brings up the dialog shown on the next page:

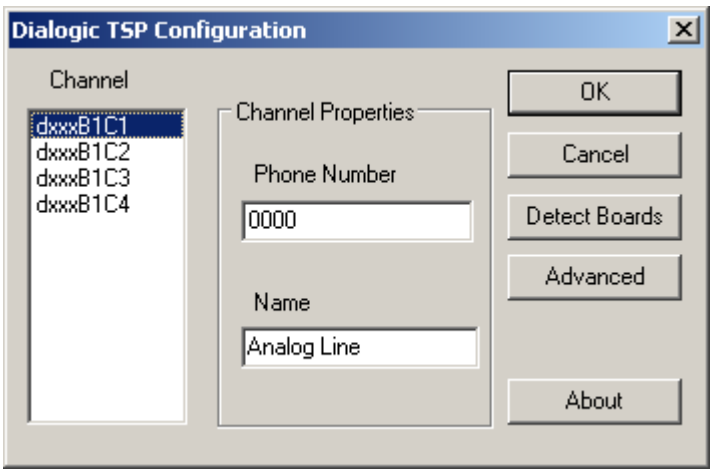


FIGURE 9 - DIALOGIC TSP CONFIGURATION

- Press the Advanced button
- On the following dialog, select the “Call Parameters” tab. Change the entries in this tab so that they match the dialog shown below (NOTE: change the configuration dropdown to Custom from Default to allow other settings to be entered):

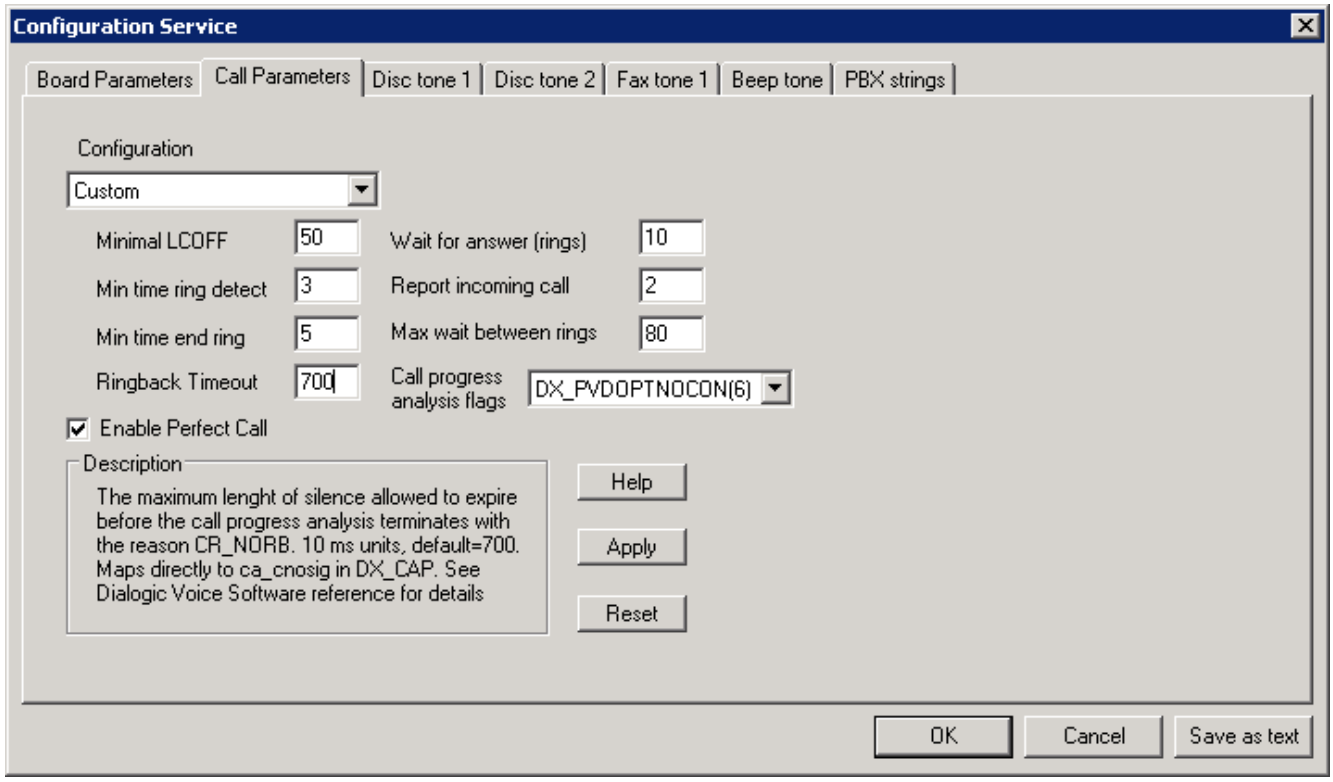


FIGURE 10 - CALL PARAMETERS

STEP 6 – CONFIGURING THE DIALOGIC SERVICE FOR AUTO-START

- Start the control panel
- Select “Administrative Tools”
- Select “Services”
- Scroll down the service list and select the “Intel® Dialogic® product System Service”
- Right click on this entry and select “Properties”
- Change the startup type to “Automatic”
- If the service is not running, press the “Start”
- Press the OK button.

This completes the installation of the Dialogic card. Please refer to the dialogic reference for additional information.

NOTE: If you do not install the dialogic TAPI components, Platinum Server will not be able to use the Dialogic card for placing phone calls.

DIALOGIC D/4PCI-U TROUBLESHOOTING TIPS

FALSE EARLY CONNECT

In some situations Dialogic cards may detect remote party connections incorrectly. Sometimes this can be overcome by increasing the Ring back Timeout. The default value is 700. Try increasing this by 100 or 200 until the problem goes away.

If increasing the value to more than 2000 does not solve the problem then set the number back to 700 and modify the Call Progress Analysis Flags.

The Call Progress Analysis Flags work in conjunction with PerfectCall. You will not want to enabled "Positive Answering Machine Detection" because even Dialogic says it doesn't work right. Your best bet would be to try using "DX_PVDENABLE(4).

For detailed information open the Dialogic Master.chm help file and search for "Perfect Call". You will need to look at checking the "DX_" options.

In some cases you may need to turn off Perfect Call.

Developers note: *This is an **extremely important point**. For problems detecting connection, try turning OFF the perfect call option.*

The Ringback Timeout and Call Progress Analysis Flags can be found on the Call Parameters tab of the Configuration Service dialog box for the Dialogic Telephony Service Provider.

You will need to reboot for the changes to take effect.

INSTALLING DIALOGIC ® DIVA UM-ANALOG-2 PCI V1 BOARD AND DRIVERS

The components that make up the installation are:

- Dialogic Diva UM-Analog-2 PCI v1 telephony board (hardware)
- Dialogic Diva SR 8.5.9 (software and drivers)

STEP 1 - INSTALL THE INTEL DIALOGIC® DIVA BOARD

- Shutdown and turn off the computer
- Unplug the computer.
- Open the chassis, and install the dialogic Diva card into an available PCI slot.
- Close the computer chassis.
- Turn the computer on and allow it to boot up.
- Login to the computer as the administrator.
- You may be prompted by the computer that new hardware was found, and that the operating system can search for drivers for this hardware. Press the CANCEL option on this dialog at this time.

The telephone line ports on the Diva board are not marked. The numbering of the ports is assumed as:

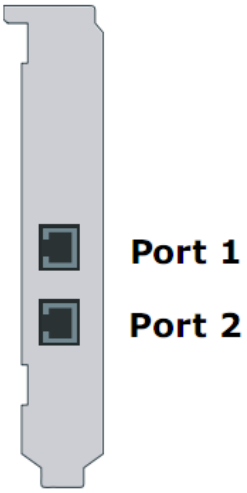


FIGURE 11 - DIALOGIC DIVA PORT LAYOUT

- Depending on your OS (32 or 64 bit) locate appropriate driver setup package. Start setup.exe and click **Next** button when presented with the Welcome screen:

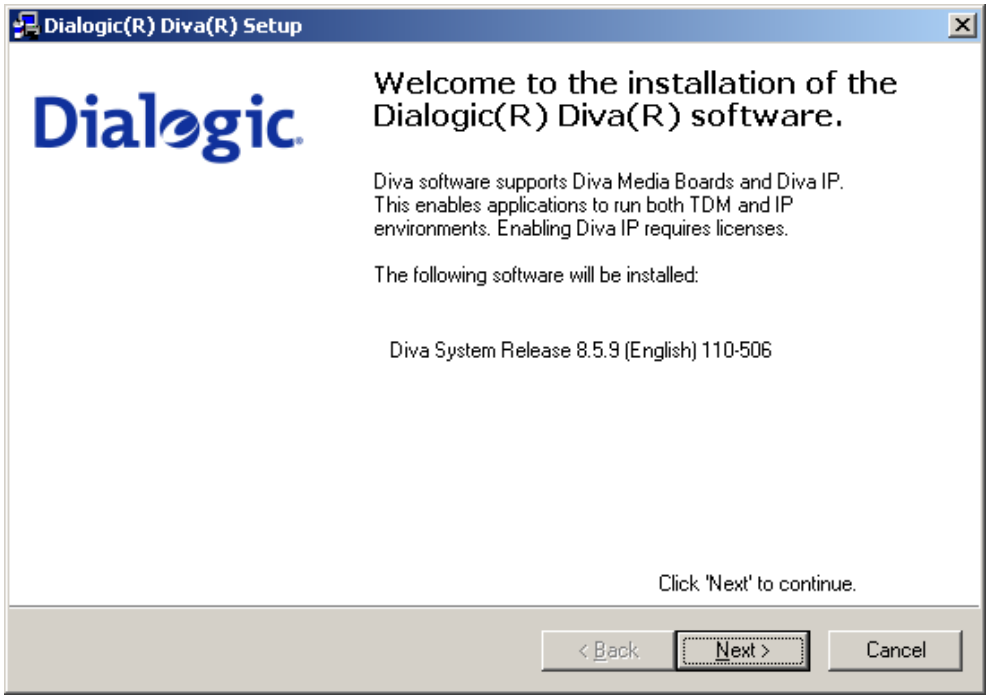


FIGURE 12 - DIALOGIC DIVA SR 8.5.9 WELCOME SCREEN

- Select country **USA/Canada** and click **Next** button:

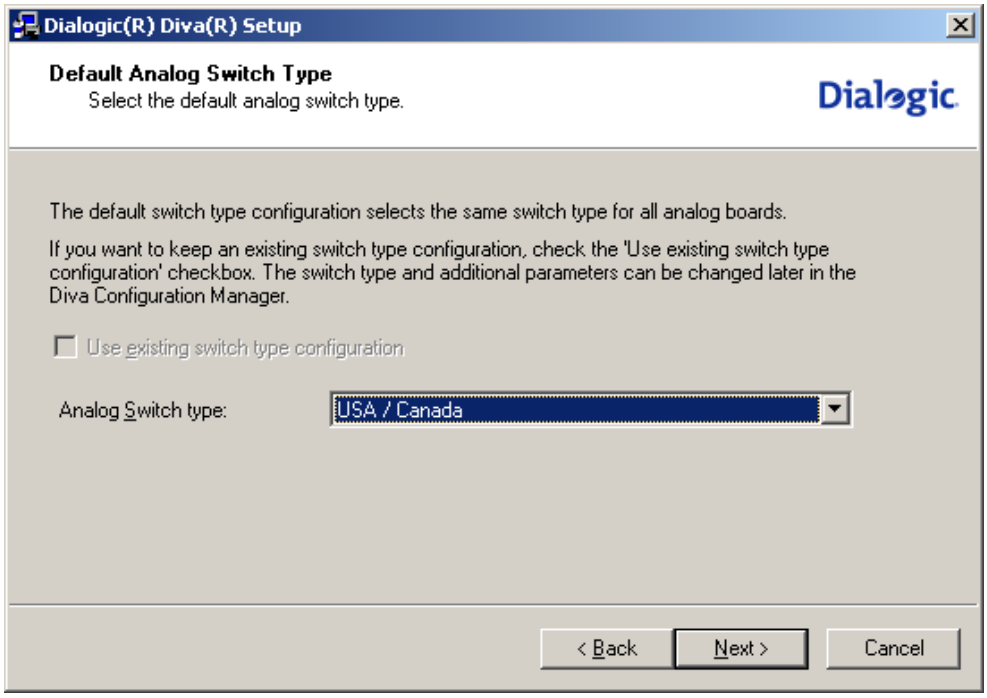


FIGURE 13 - DIALOGIC DIVA SR 8.5.9 COUNTRY SELECTION

- Select **Customized** Installation and click **Next** button:

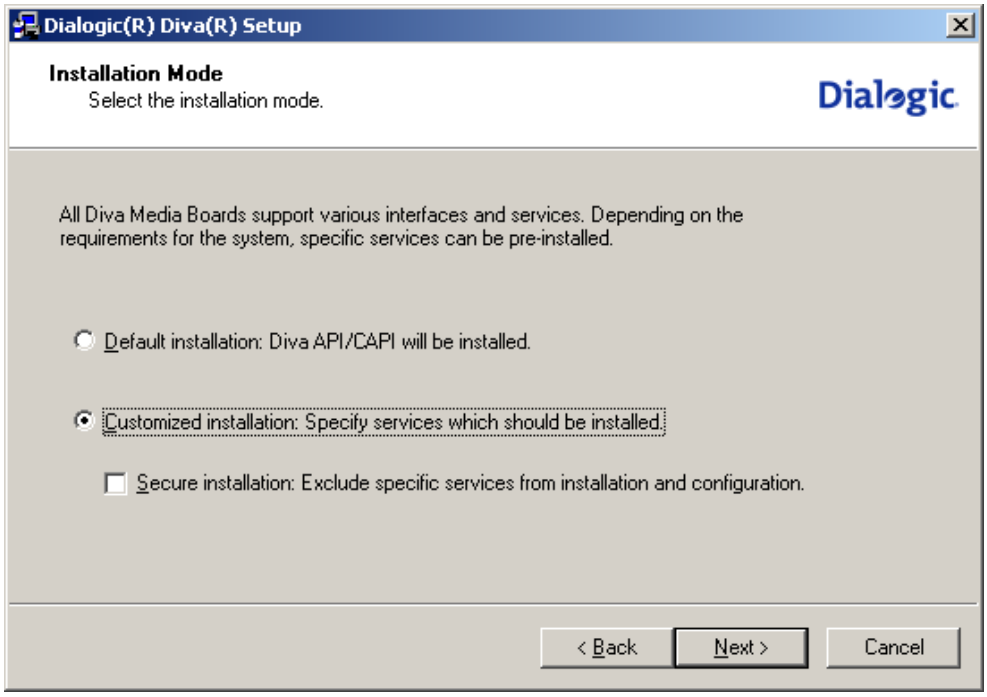


FIGURE 14 - DIALOGIC DIVA SR 8.5.9 SETUP MODE SELECTION

- Check off TAPI Service Provider for audio streaming and click **Next** button:

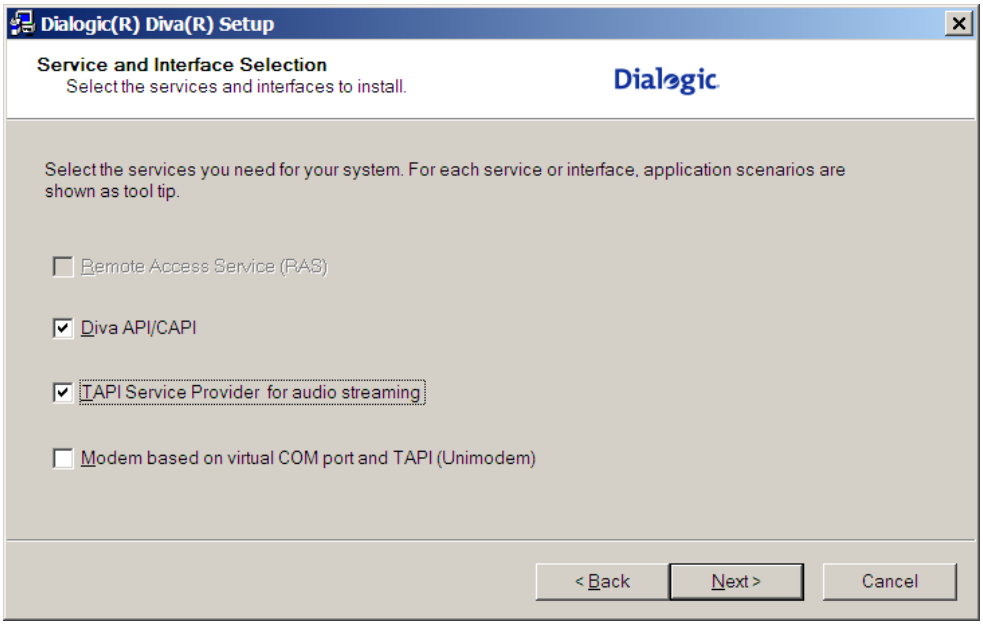


FIGURE 15 - DIALOGIC DIVA SR 8.5.9 SERVICE SELECTION

- Choose **Do not accept calls** in the **Diva API/CAPI** and **TAPI Service provider for audio streaming** combo boxes and click **Next** button:

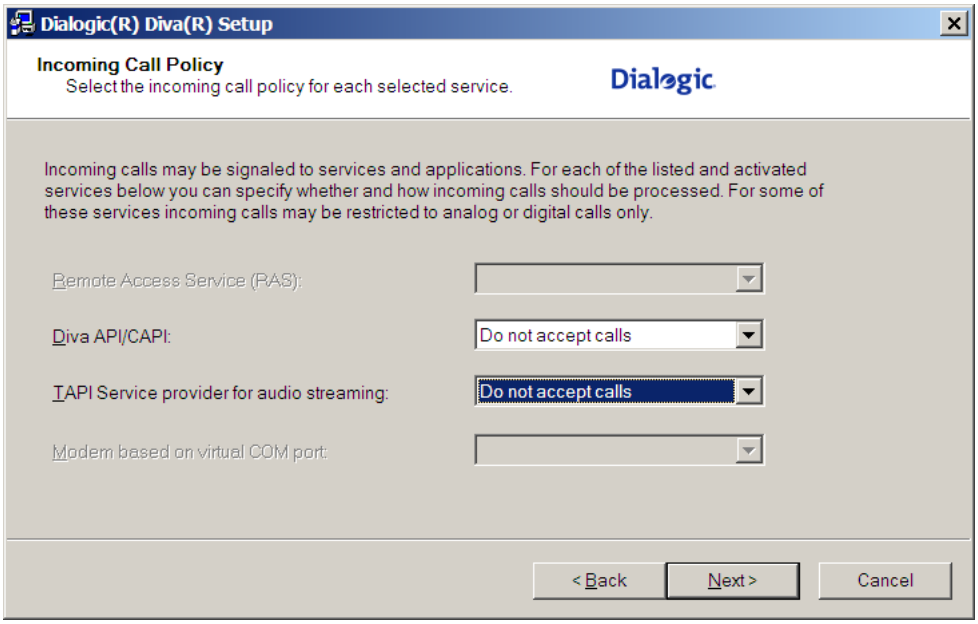


FIGURE 16 - DIALOGIC DIVA SR 8.5.9 INCOMING CALL POLICY SELECTION

- Click **Next** button:

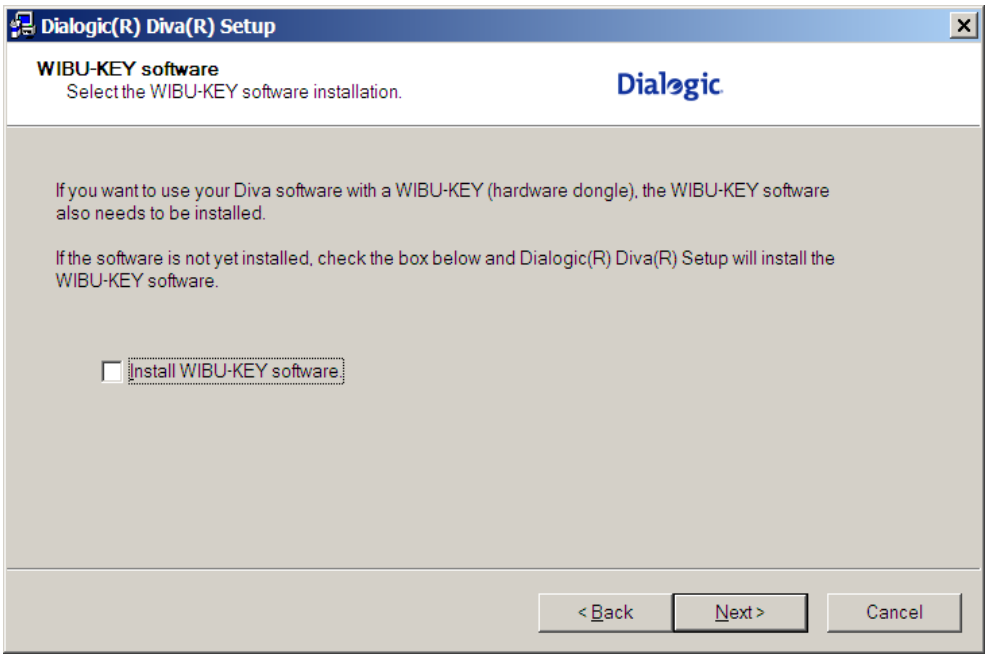


FIGURE 17 - DIALOGIC DIVA WIBU-KEY SOFTWARE INSTALLATION

- Click **Install** button:

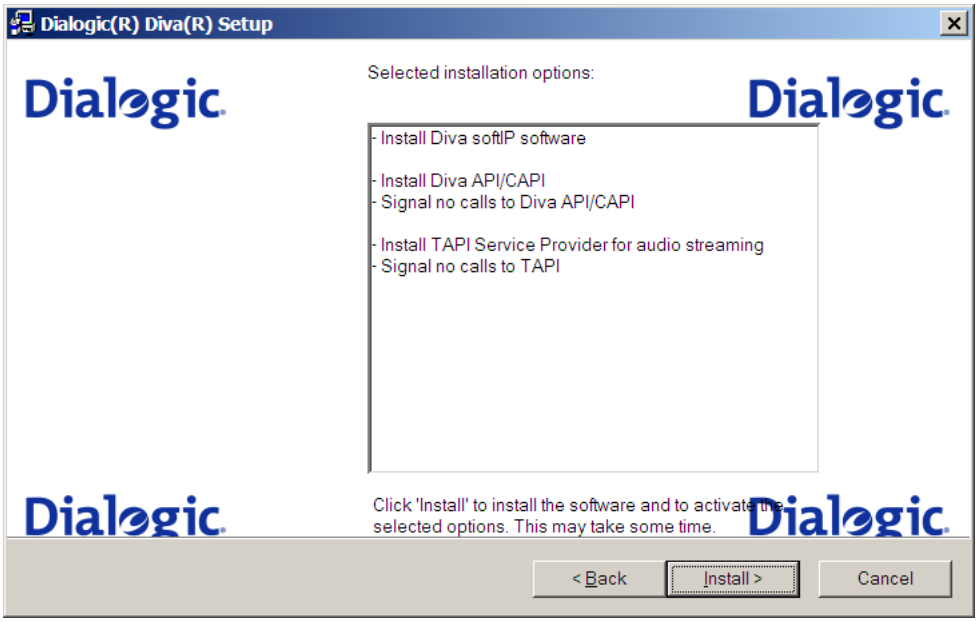


FIGURE 18 - DIALOGIC DIVA SR 8.5.9 SETUP SUMMARY

- Wait for the software to be installed:

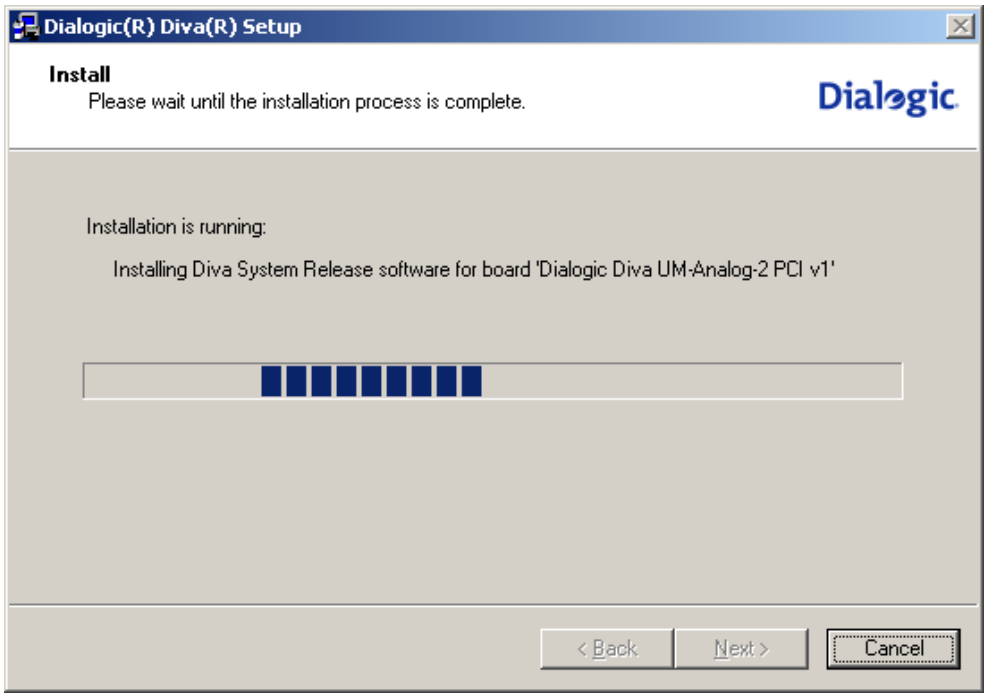


FIGURE 19 - DIALOGIC DIVA SR 8.5.9 SETUP PROGRESS

During this step you should also see “Copying files…” window pop up a few times:

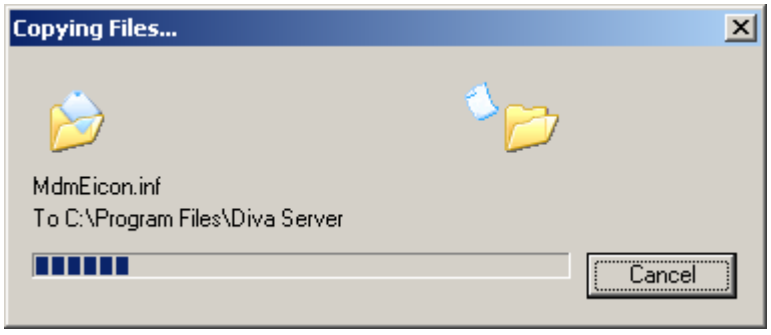


FIGURE 20 - DIALOGIC DIVA DRIVER SETUP PROGRESS

- Click **Finish** button which will restart the computer:

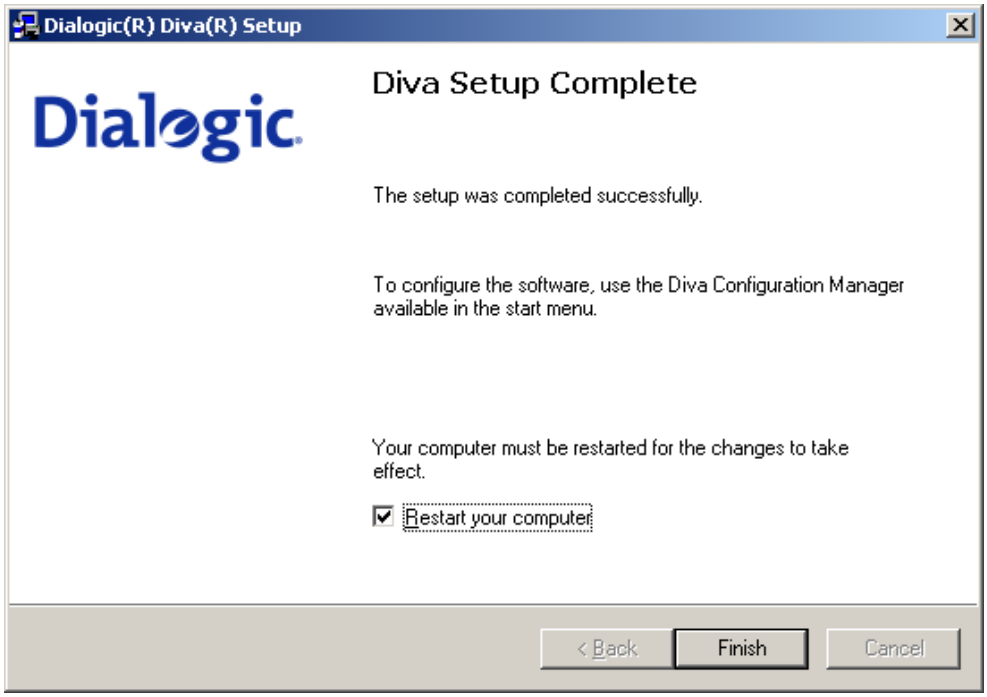


FIGURE 21 - DIALOGIC DIVA SR 8.5.9 SETUP COMPLETION SCREEN

STEP 3 - VERIFY THAT DIALOGIC® DIVA BOARD, SR 8.5.9 SOFTWARE AND DRIVERS WERE INSTALLED CORRECTLY

When the computer is restarted verify that the Dialogic Diva driver and release software has been successfully installed. If either of these checks fails please uninstall the Service Release software by running uninstall.exe executable (from the disk or Start>Programs>Dialogic Diva), reboot the machine and repeat installation steps above.

- Open Computer management console and make sure the **Dialogic Diva UM-Analog-2 PCI v1** device is showing up in **Network adapters** group. Also make sure **Dialogic Diva Wave Driver** is showing up in **Sound, video and game controllers** group.

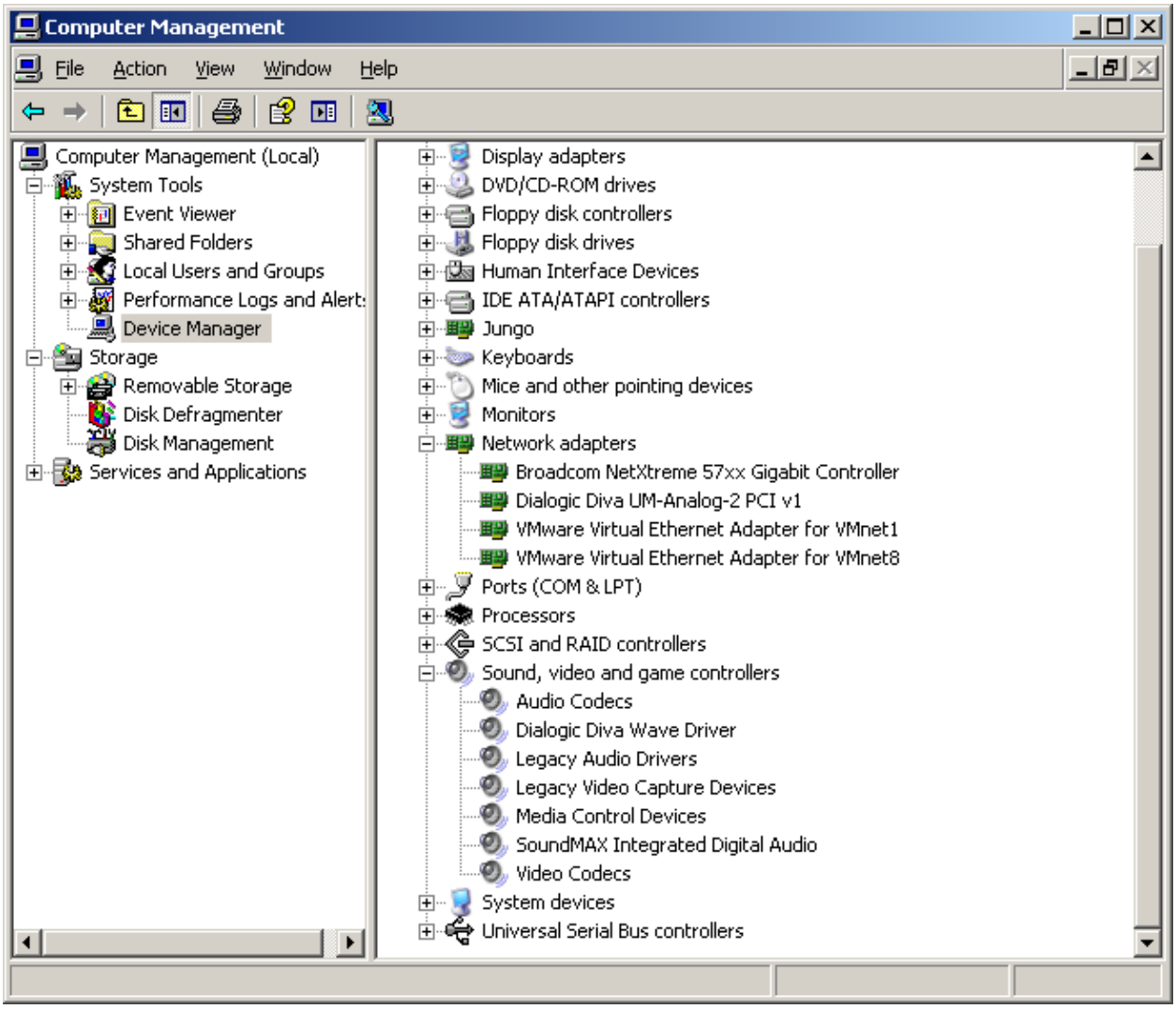


FIGURE 22 - COMPUTER MANAGEMENT CONSOLE

- Open Control Panel/Phone and Modem Options applet, select Advanced Tab and make sure Providers list contains **Dialogic Diva Telephony Service Provider**:

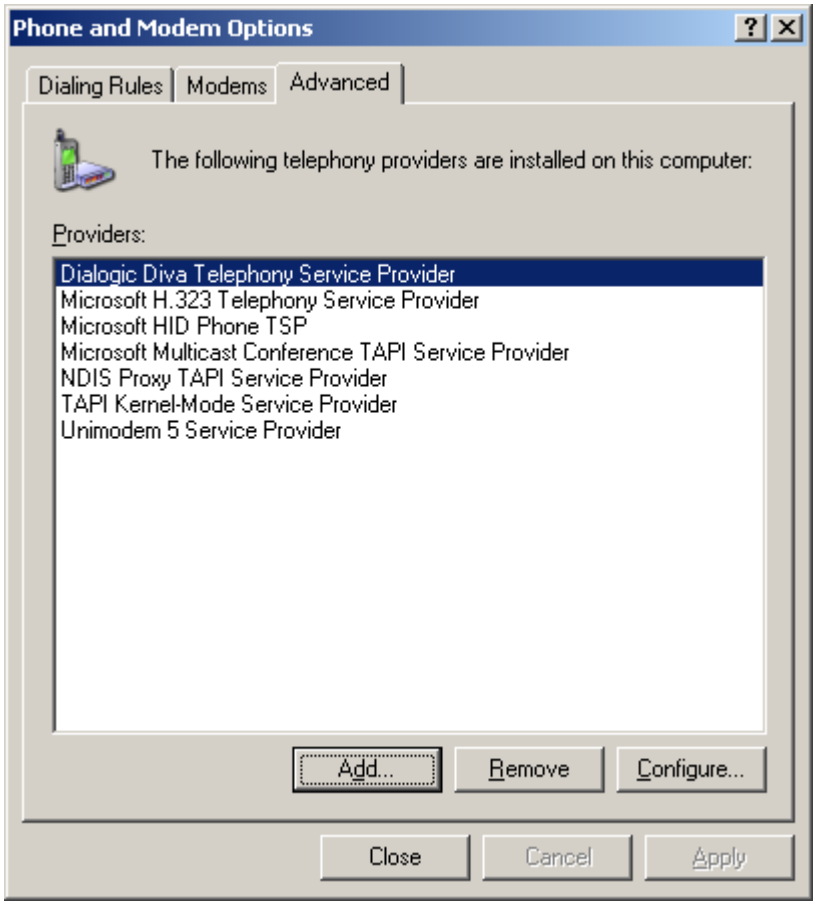


FIGURE 23 - CONTROL PANEL PHONE AND MODEM LIST OF SERVICE PROVIDERS

If the **Dialogic Diva Telephony Service Provider** is not in the list you need to add it by clicking **Add** and choosing it from the "Telephony Providers" list in the **Add Provider** dialog:

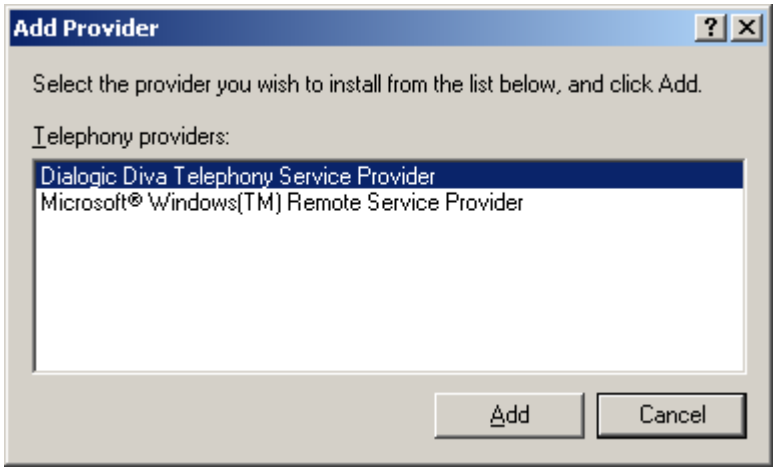


FIGURE 24 - ADD NEW SERVICE PROVIDER SCREEN

Finally click **Add** button on the **Add Provider** dialog and **Apply** button on **Phone and Modem Options** dialog.

- Open Control Panel / Sounds and Audio Devices applet, select Audio tab and make sure **Diva Wave 0** and **Diva Wave 1** audio devices are showing up in the Sound Playback combo box:

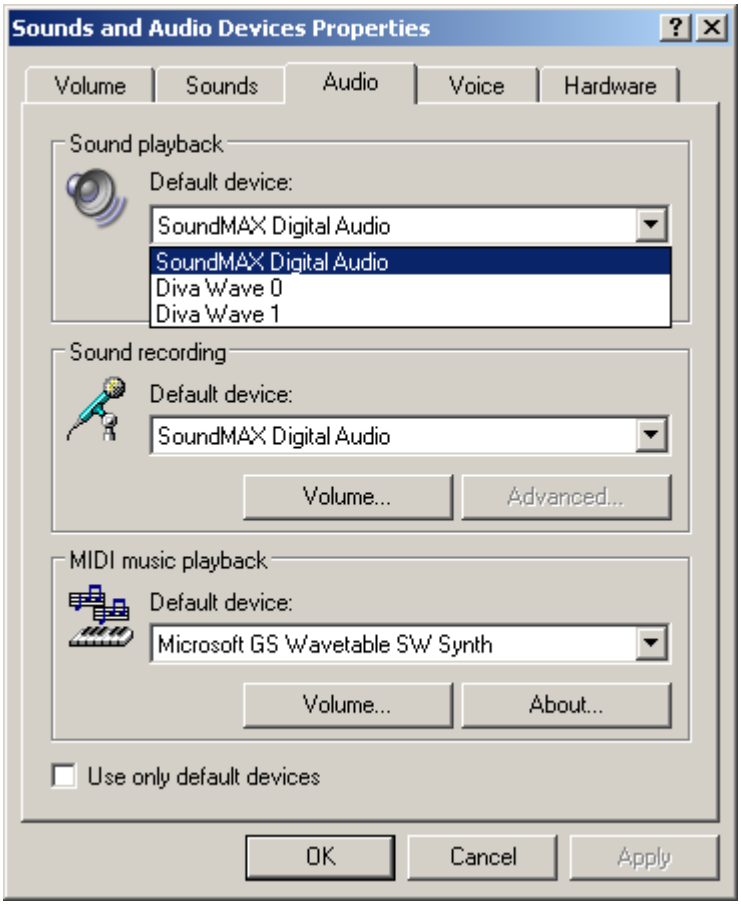


FIGURE 25 - CONTROL PANEL SOUNDS AND AUDIO DEVICES PROPERTIES

- Open Configuration Manager by going to Start/Programs/Dialogic Diva/Configuration Manager and make sure that both the board and the TAPI service are showing up on the screen:

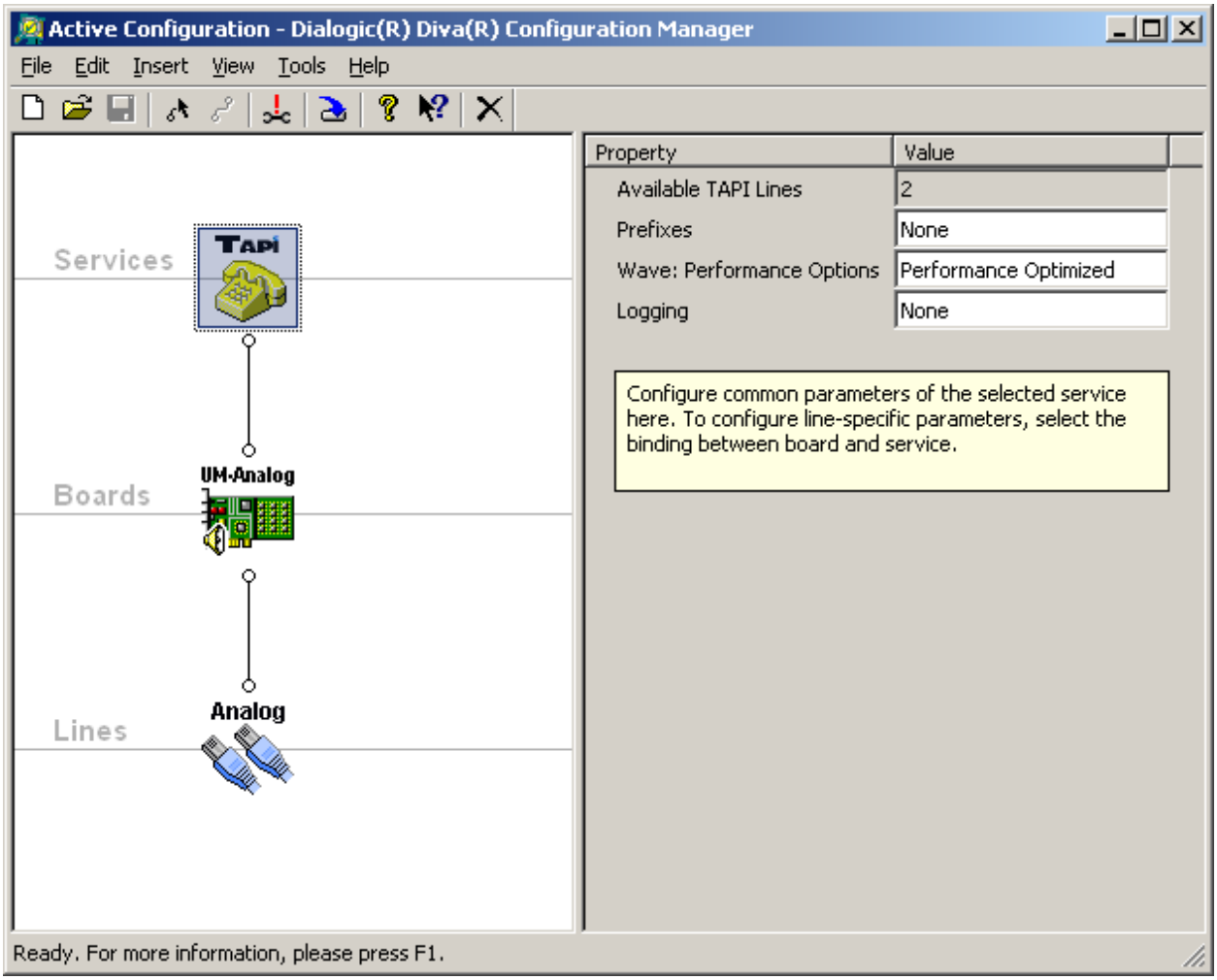


FIGURE 26 - DIALOGIC DIVA CONFIGURATION MANAGER

STEP 4 – CONFIGURE THE DIALOGIC® DIVA BOARD

- Open Start>Programs>Dialogic Diva>Configuration Manager Application. Make sure that View>Advanced menu item is **checked**. Click on Analog icon (in the left hand side window) and change **Voice Coding** property from **Protocol Default** to **Force a-Law**:

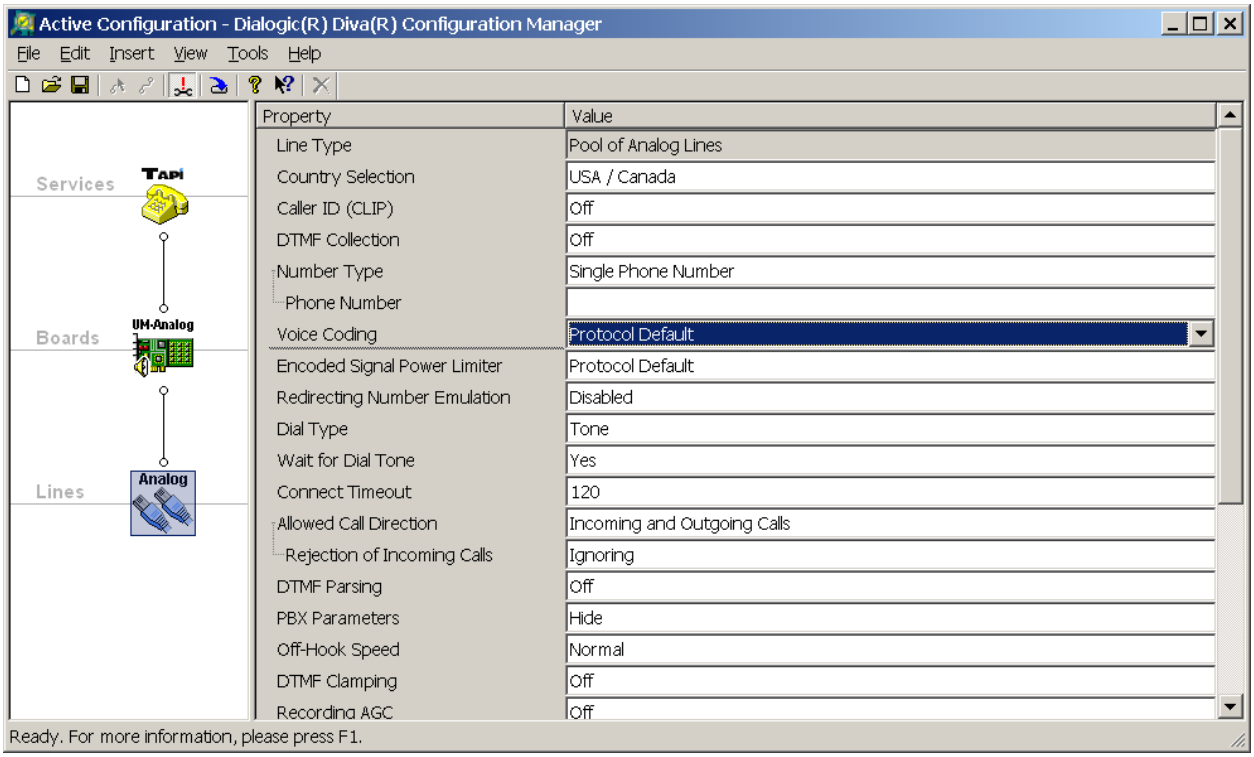


FIGURE 27 - DIALOGIC DIVA ANALOG LINE DEFAULT SETTINGS

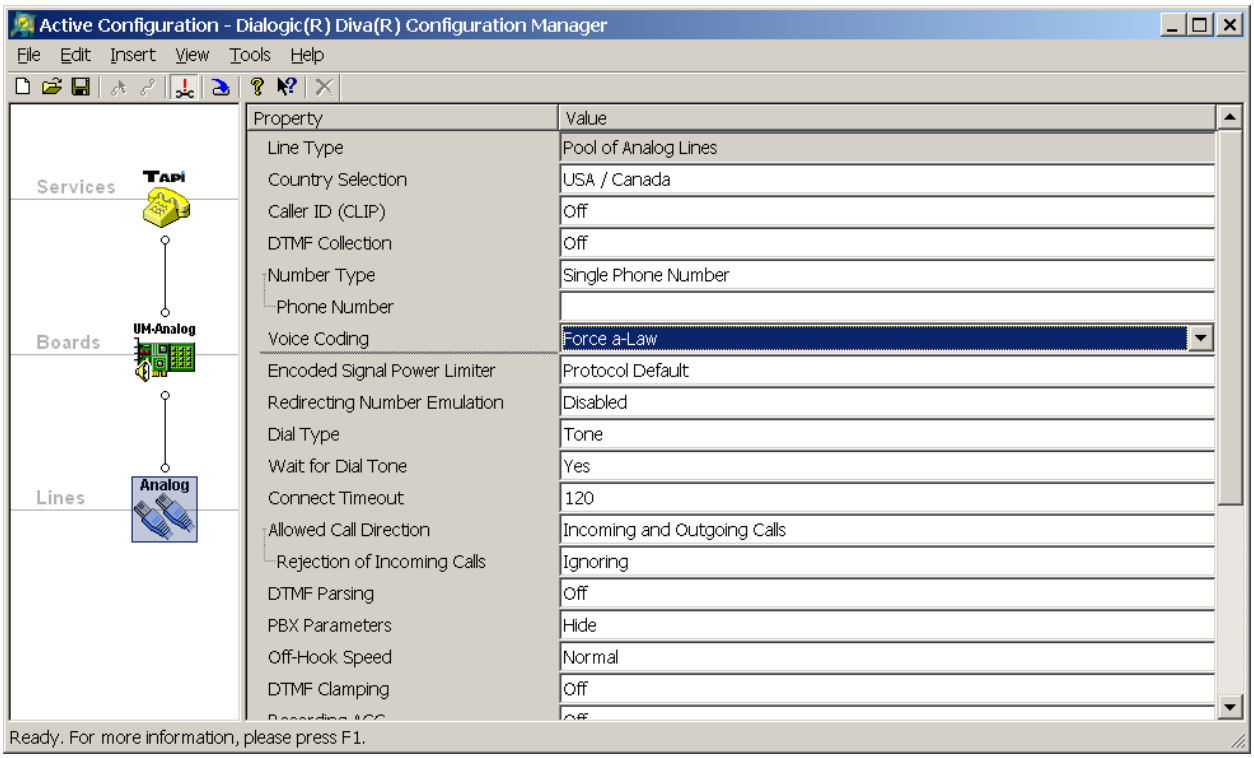


FIGURE 28 - DIALOGIC DIVA ANALOG LINE VOICE CODING SETTINGS

- Click on File>Activate menu item or press F12 to activate the changes and wait for the changes to take effect:

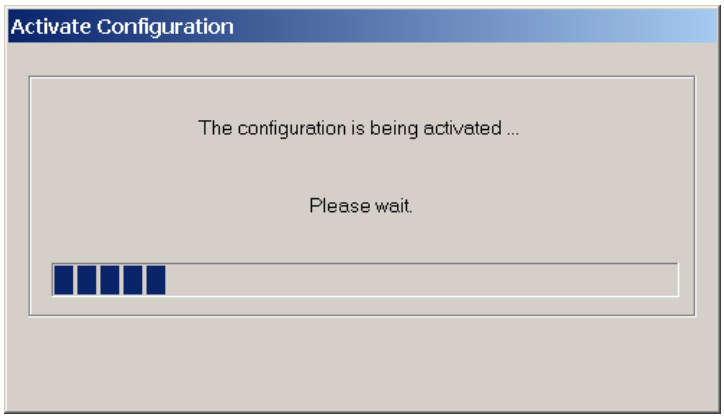


FIGURE 29 - DIALOGIC DIVA CONFIGURATION ACTIVATION PROGRESS

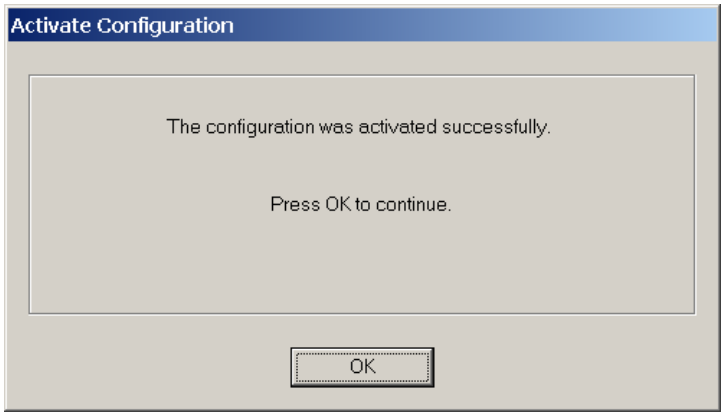


FIGURE 30 - DIALOGIC DIVA SUCCESSFUL CONFIGURATION ACTIVATION

STEP 5 – FINISH THE DIALOGIC® DIVA BOARD INSTALLATION

At this point the Dialogic Diva board, drivers and software should be successfully installed, configured and ready to be used by the Platinum Server. Restart the Platinum windows service to update the DR2000P.INI file with all available TAPI and Diva API/CAPI lines.

Make sure the DR2000P.INI file contains Diva Server AnalogUM lines under [ENUM_COMMRES_DialDTMF_DIVA] section:

LineNumber_00=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn1

LineNumber_01=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn2

Also make sure that the “Type” option under [COMMRES_DialDTMF] has been set to DIVA:

Type=DIVA

Now you need to configure [COMMRES_DialDTMF] section in the DR2000P.INI file letting the Platinum Server know which lines to use for analog connections. This is done by adding “LineX=Y” options. “X” represents the 1-based sequential line numbers that Platinum with use. “Y” represents the 0-based sequential number of the line enumerations.

For example, say that we have a 2 line DIVA card, but only 1 phone line. There would be a single “Line0=1”:

[COMMRES_DialDTMF]

Library=awCommRes.DLL

Type=DIVA

WaitBeforeReusingInMS=5000

DTMFDuration=150

DTMFSpacing=150

Line1=0

[ENUM_COMMRES_DialDTMF_DIVA]

LineNumber_00=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn1

LineNumber_01=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn2

Say that we have a 2 line DIVA card, and 2 phone lines. There would be 2 line options:

[COMMRES_DialDTMF]

Library=awCommRes.DLL

Type=DIVA

WaitBeforeReusingInMS=5000

DTMFDuration=150

DTMFSpacing=150

Line1=0

Line2=1

[ENUM_COMMRES_DialDTMF_DIVA]

LineNumber_00=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn1

LineNumber_01=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn2

Only configure as many Dialogic lines as phone lines. Platinum rotates through these line resources and will otherwise have many failures.

DATABASE INSTALLATION

The Platinum Server software can be used with the following database software:

- Postgres™ SQL 9.1
- MySQL™ 5.1
- Microsoft™ SQL Server 2005 and 2008

The next two sections of this document discuss the installation of the Postgres database software and the MySQL database software. Microsoft SQL Server installation is not covered in this document. Only one database product from the above list needs to be installed. If you plan to use the MySQL database product, please skip to the section for installing the MySQL database.

POSTGRESQL SERVER INSTALLATION

These following steps are used in installing the PostgreSQL database engine, v9.1.4. Start up the PostgreSQL database installer and press the **Next** button:

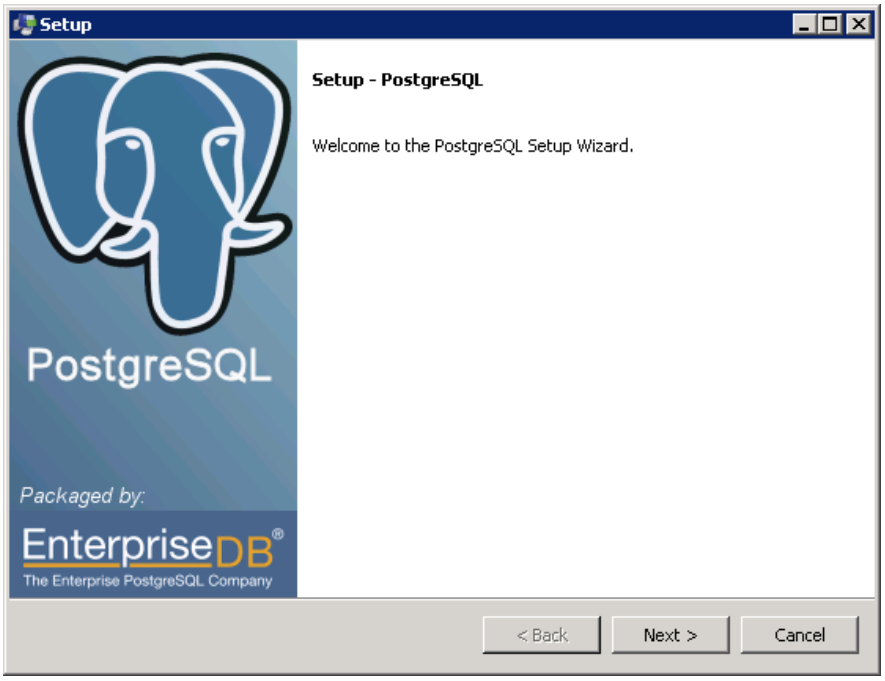


FIGURE 31 - POSTGRESQL INSTALLER

On the next form select the installation directory and press the **Next** button:

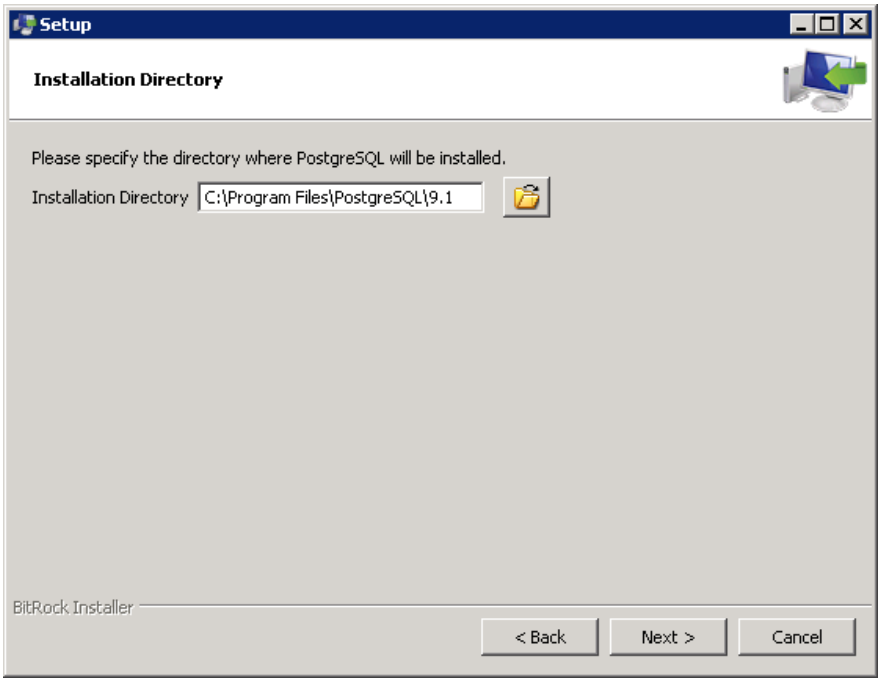


FIGURE 32 - SELECT INSTALLATION DIRECTORY

On the next form select data directory and press the **Nex**t button:

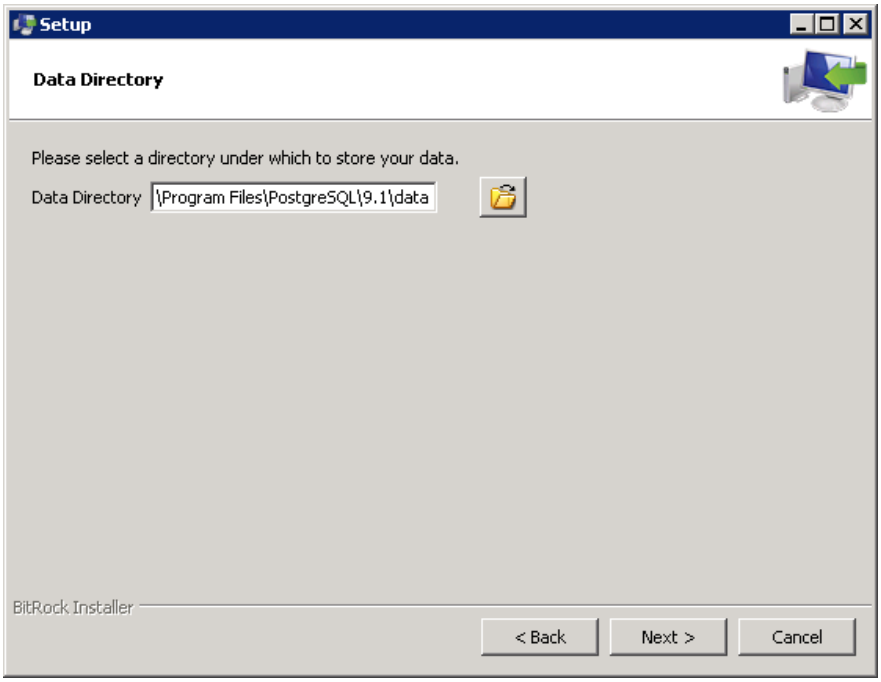


FIGURE 33 - SELECT DATA DIRECTORY

On the next form enter the password for the *postgres* database user and press the **Next** button:

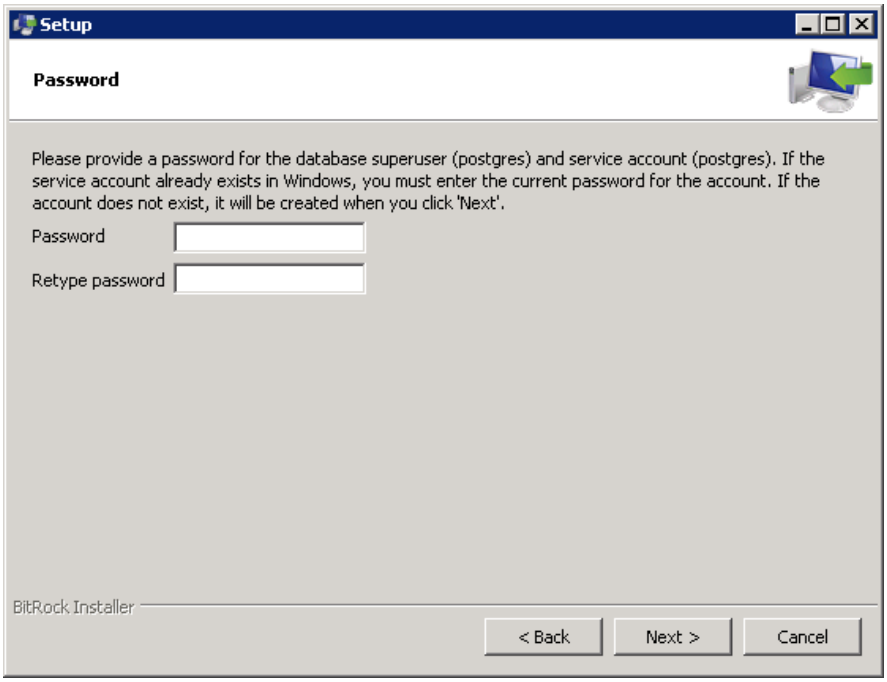


FIGURE 34 - ENTER POSTGRES USER PASSWORD

On the next form select the port number for the database server to listen on and press the **Next** button:

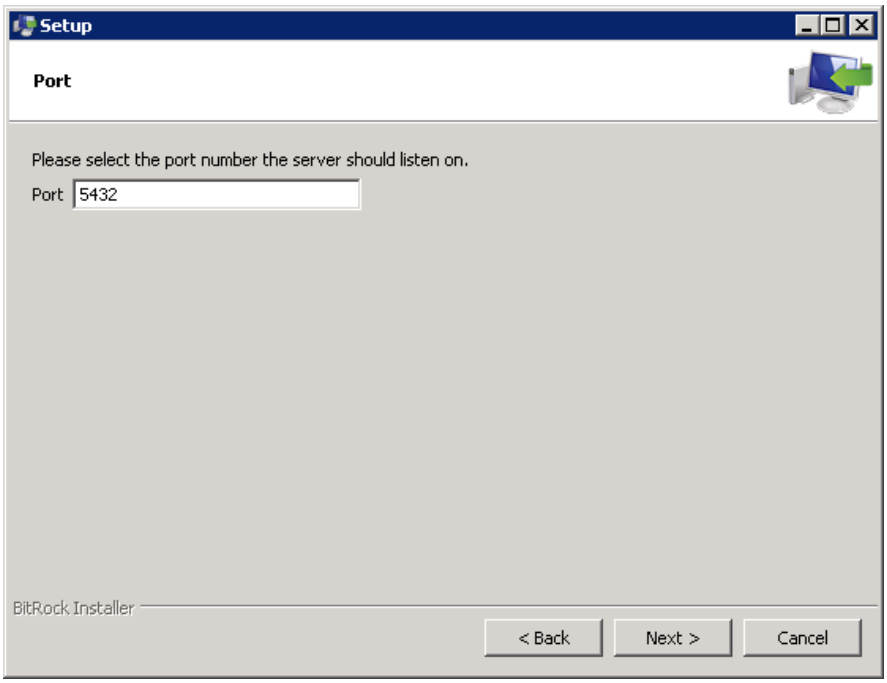


FIGURE 35 - ENTER PORT NUMBER

On the next form leave the default locale and press the **Next** button:

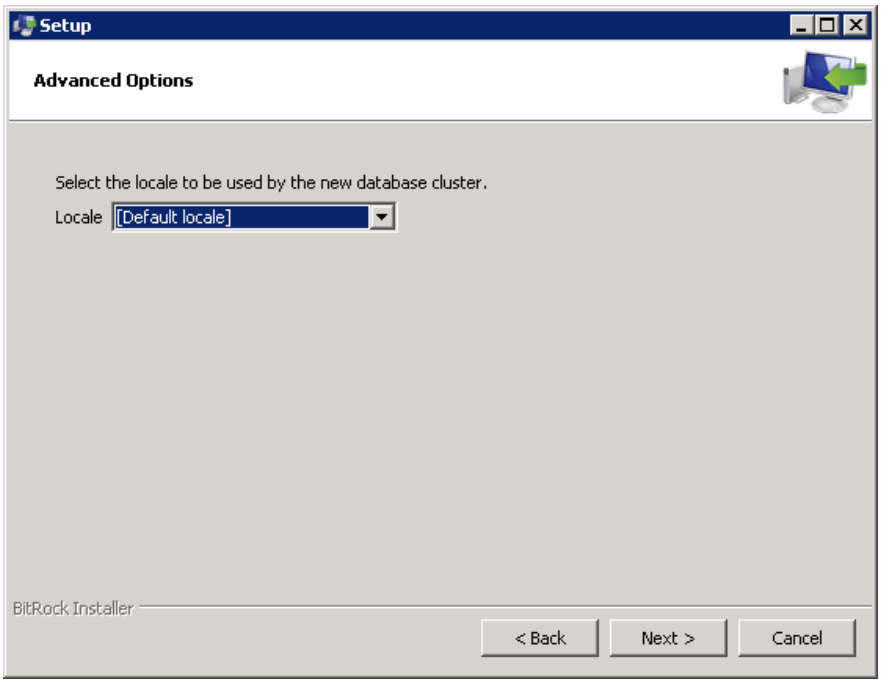


FIGURE 36 - SELECT LOCALE

On the next form press the **Next** button to start the installation process:

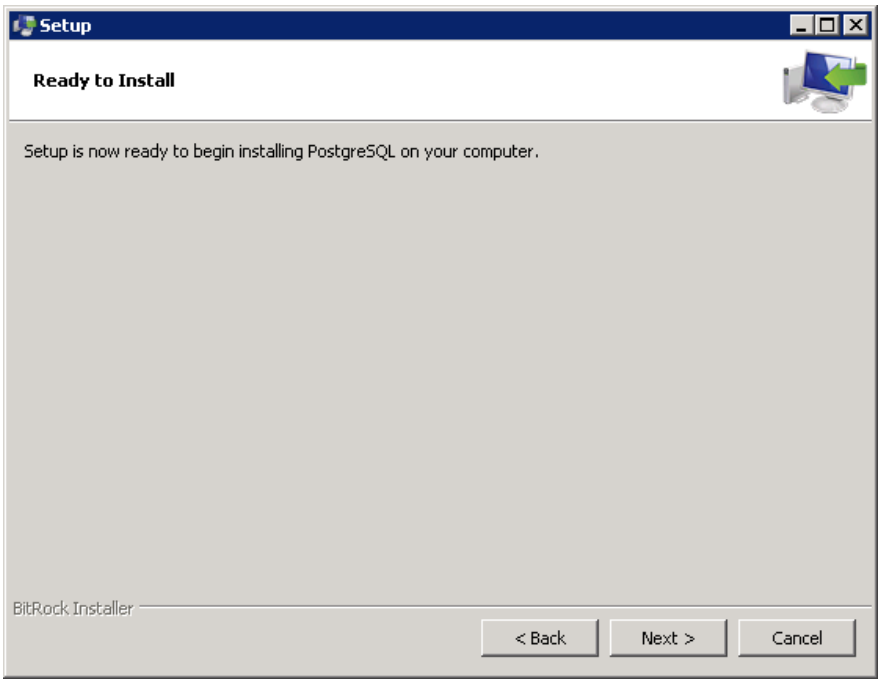


FIGURE 37 - READY TO INSTALL

The Installation process may take several minutes to complete. During that time you should be able to see the progress form:

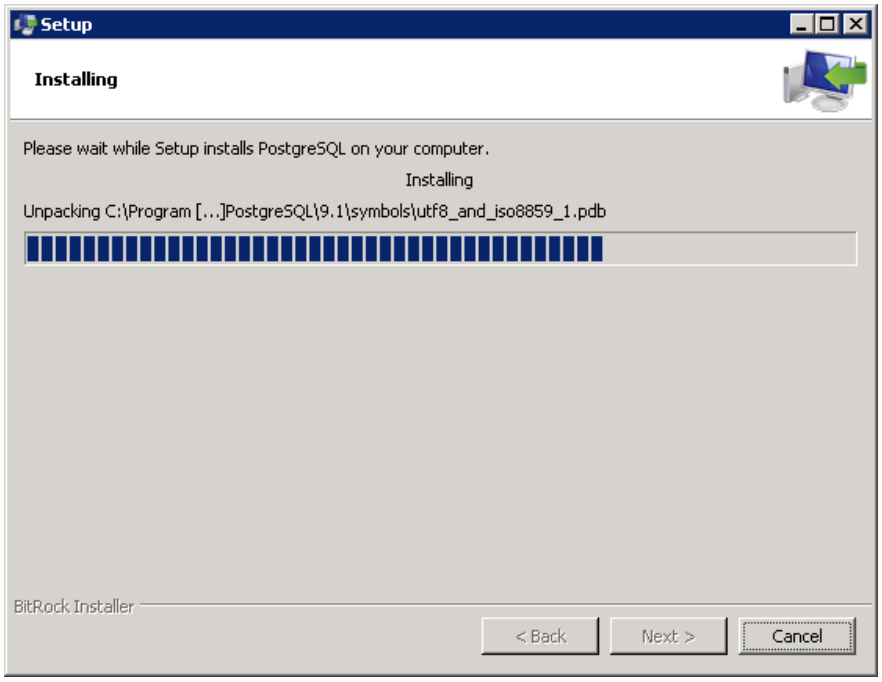


FIGURE 38 - INSTALLATION PROGRESS

On the next form uncheck the “Launch Stack Builder at exit” checkbox and press the **Finish** button to complete the installation:

FIGURE 39 - FINISH

After installing PostgreSQL database engine (and tools that come with it) you should continue installing PostgreSQL ODBC driver.

Once the PostgreSQL database engine is installed it's necessary to configure service recovery options. Thus open **Services** applet which is located in the **Control Panel / Administrative Tools**, locate **postgresql-x.x** (where x.x is the version of the engine) service and double click it:

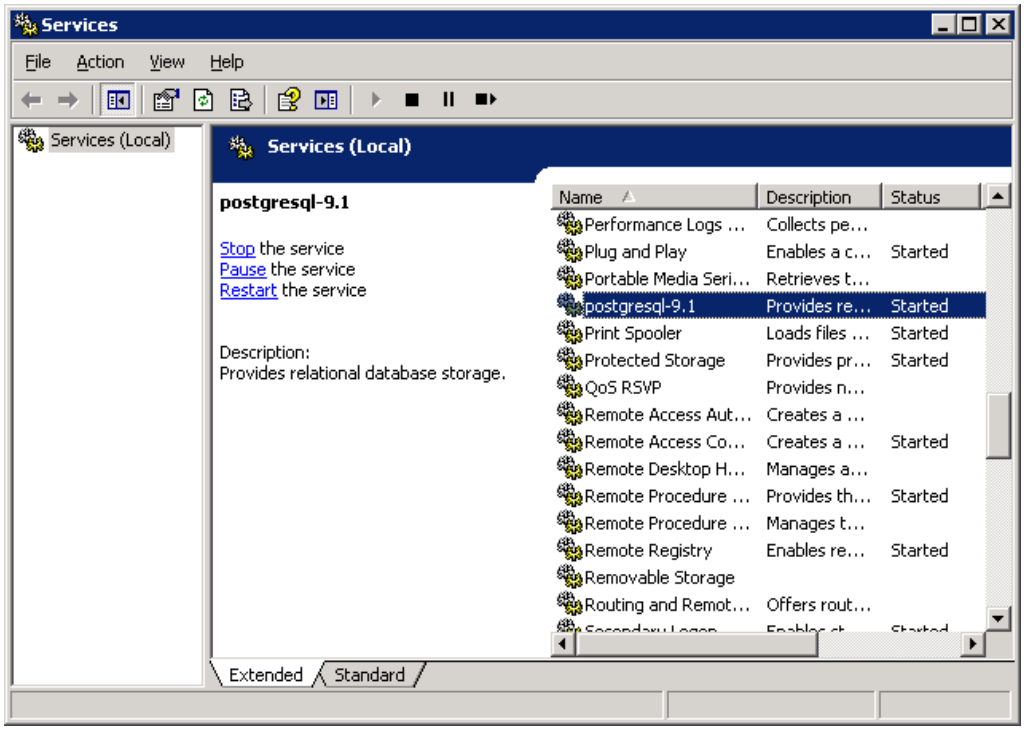


FIGURE 40 - SERVICES APPLET

In the **PostgreSQL Server Properties** window switch to the **Recovery** tab and set **First failure**, **Second failure** and **Subsequent failures** fields to **Restart the Service**. Also set **Reset fail count after** and **Restart service after** to 0:

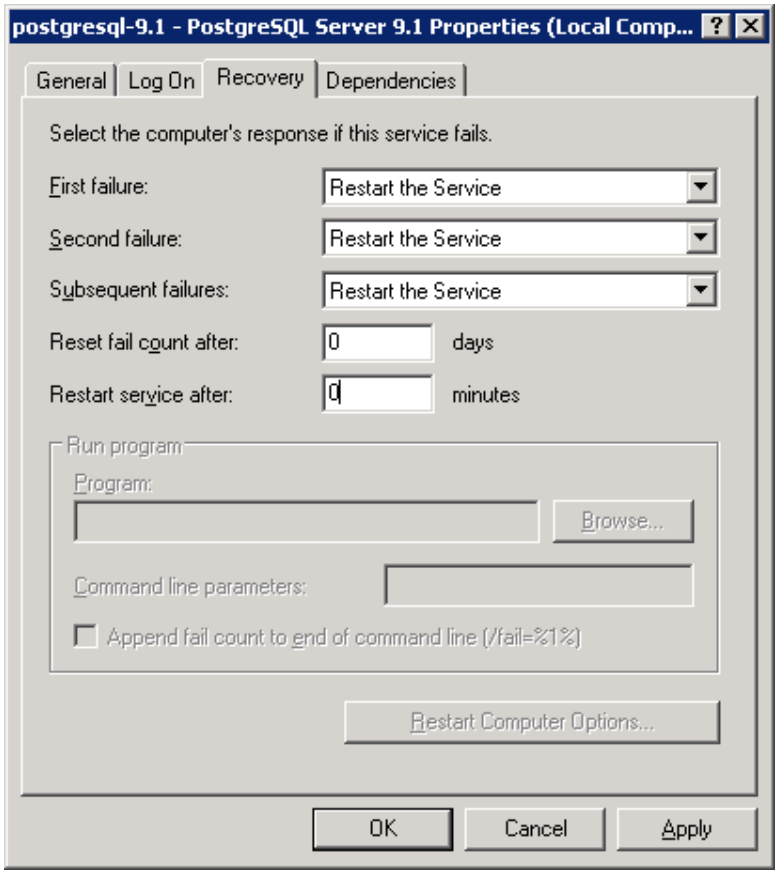


FIGURE 41 - SERVICE RECOVERY OPTIONS

Finally press the **Apply** button to save and apply the changes.

RUNNING PLATINUM SERVER AND THE DATABASE SERVER ON DIFFERENT MACHINES

If the Platinum Server will be running on a different server machine than that of the database server it's necessary to make sure that the firewall on the database server machine is disabled or there is a rule (exception) set up in the firewall to allow external connections to the database server on the port that was chosen during installation. Please see your firewall user's manual for more details.

By default the PostgreSQL database server listens for connections on loopback address (127.0.0.1) and allows connections from loopback address only. Thus,

- To allow the PostgreSQL server to listen for incoming connections on all addresses it's necessary to make sure the *listen_addresses* entry in the <**PostgreSQL Server's Installation Folder>\data\postgresql.conf** file is set to:

```
listen_addresses = '*'
```

- To allow the PostgreSQL server to accept incoming connections from remote hosts it's necessary to add new host entry (or entries) in the **<PostgreSQL Server's Installation Folder>\data\pg_hba.conf** file. The new entry should contain the subnet address definition in CIDR format and should be placed directly below the local address definition for IPv4:

```
host    all    all    192.168.50.1/24 md5
```

  In the example above we are allowing connections from any machine on the 192.168.50 subnet. The CIDR notation allows specifying less or more restrictive addresses such as 192.168.50.121/32 will allow connections only from IP address 192.168.50.121 whereas 192.168.50.1/8 will allow connections from any machine on the 192 subnet.

If postgresql.conf file is modified it's necessary to restart postgresql-xyz service (where xyz is the version number of the PostgreSQL server). Changes to pg_gba.conf file are loaded automatically by the database server so no service restart is necessary.

PostgreSQL ODBC Driver Installation

These following steps are used in installing the PostgreSQL ODBC driver v9.1.1 for Windows. Start up the PostgreSQL ODBC driver installer (psqlodbc.exe) and press the **Next** button:

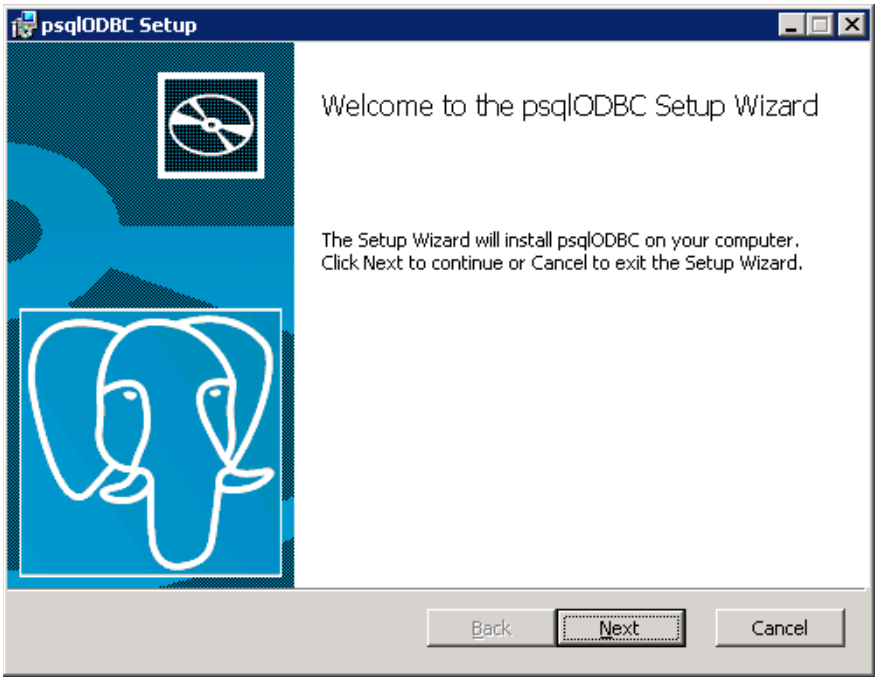


FIGURE 42 - POSTGRESQL ODBC DRIVER INSTALLER

On the next form check off the "I accept…" checkbox to accept the license agreement and press the **Next** button:

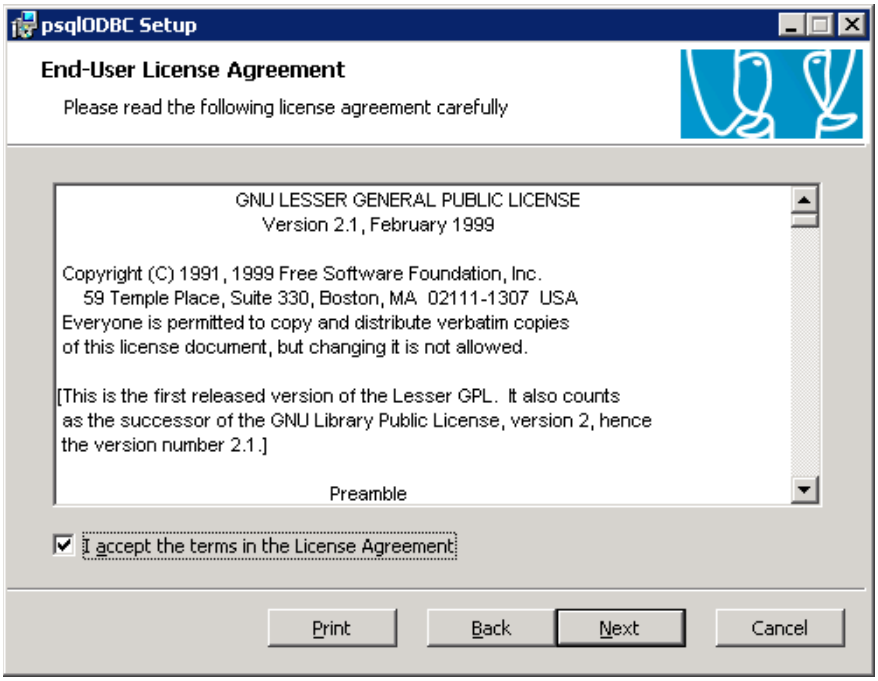


FIGURE 43 - LICENSE AGREEMENT

On the next form choose the components to be installed and the location to install them into and press the **Next** button:

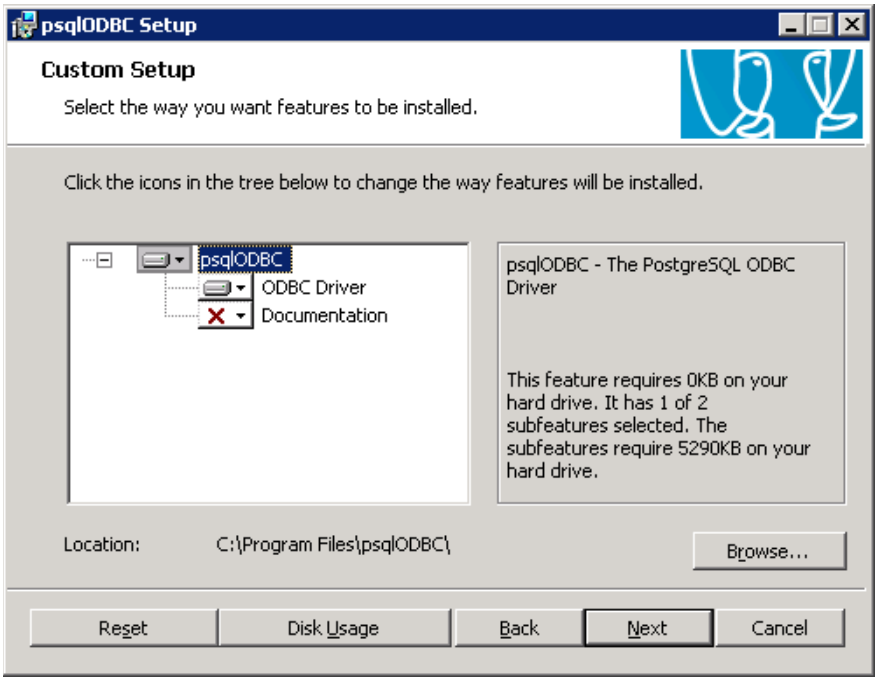


FIGURE 44 - SELECT DRIVER COMPONENTS AND INSTALLATION LOCATION

On the next form press the **Install** button to start the installation process:

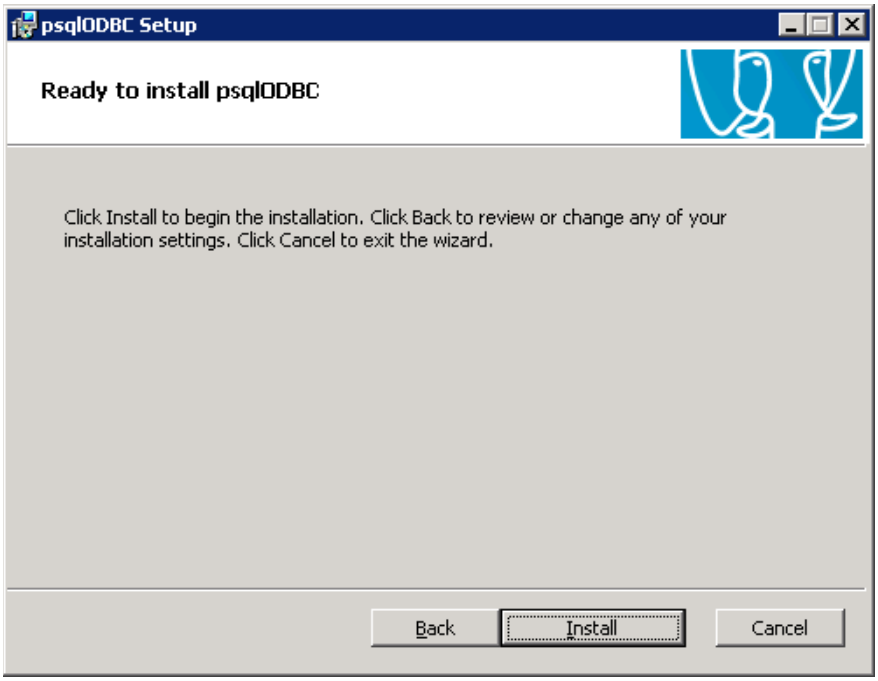


FIGURE 45 - READY TO INSTALL

The installation process should take a few moments to complete. During that time you should be able to see the progress form:

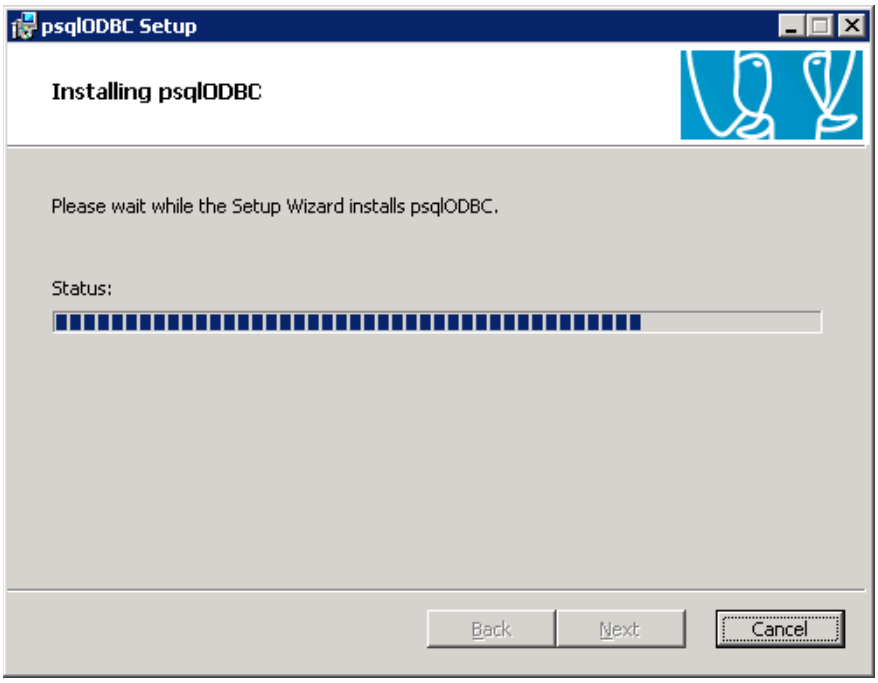


FIGURE 46 - INSTALLATION PROGRESS

On the next form press the **Finish** button to complete the installation:

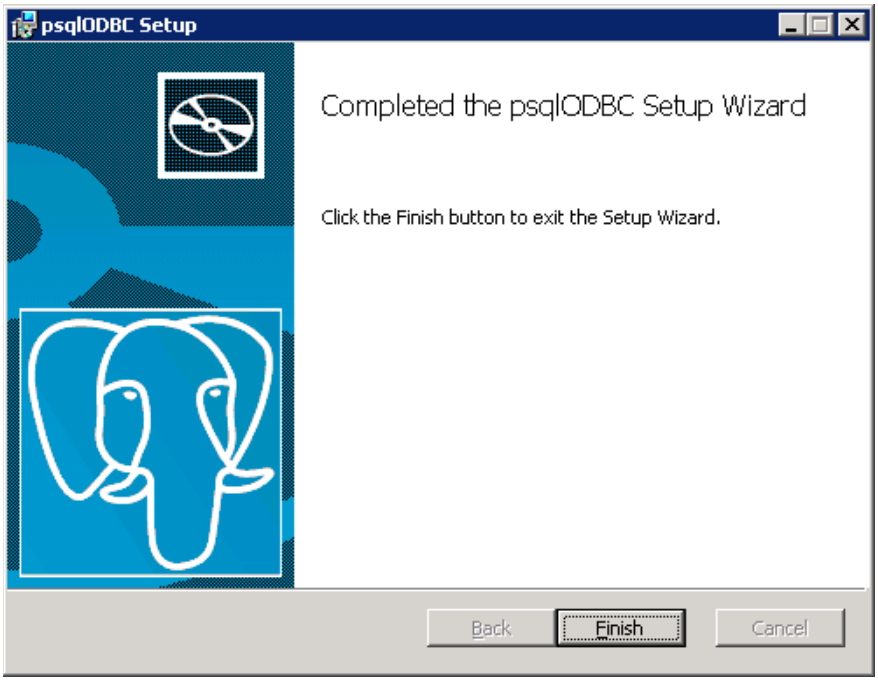


FIGURE 47 - FINISH

CREATING THE PLATINUM SERVER DATABASE (POSTGRESQL)

After the database server has been installed, you will need to create the database which Platinum Server will populate with the required tables and default data records during its initial startup.

Before starting the Platinum Server for the first time, the Node ID which is to be used should be carefully considered. By default, a node ID of 100 is used in the database loading scripts. If this installation will be using multiple instances of the Platinum Server, you should use different node IDs for each instance. Using the same Node ID on two or more instances of the Platinum Server will cause unpredictable results, but most notably it will cause messages to fail due to improper routing. If necessary, the Node ID value can be changed in the dr2000p.db file (by searching for the line starting with string "INSERT INTO nodes VALUES"). This has to be done prior to the initial start of the Platinum Server.

To create a database, open up the PostgreSQL pgAdmin III tool and double click on the localhost server entry. The pgAdmin will prompt for the password of the *postgres* user (which was chosen during PostgreSQL server installation). After entering the password press the **OK** button:

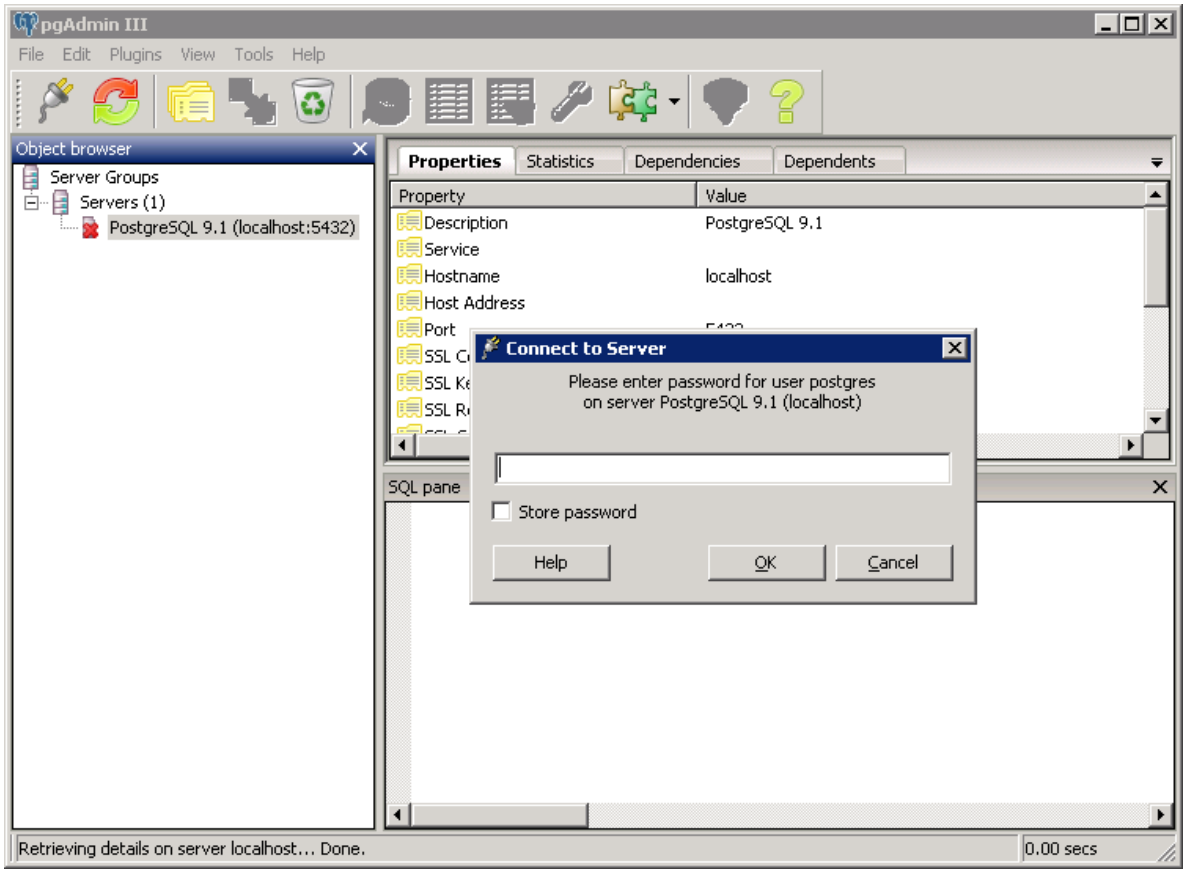


FIGURE 48 - PGADMIN III ON LOCALHOST

After you are connected to the server, right click on the **Databases** entry and select **New Database** menu item as shown below:

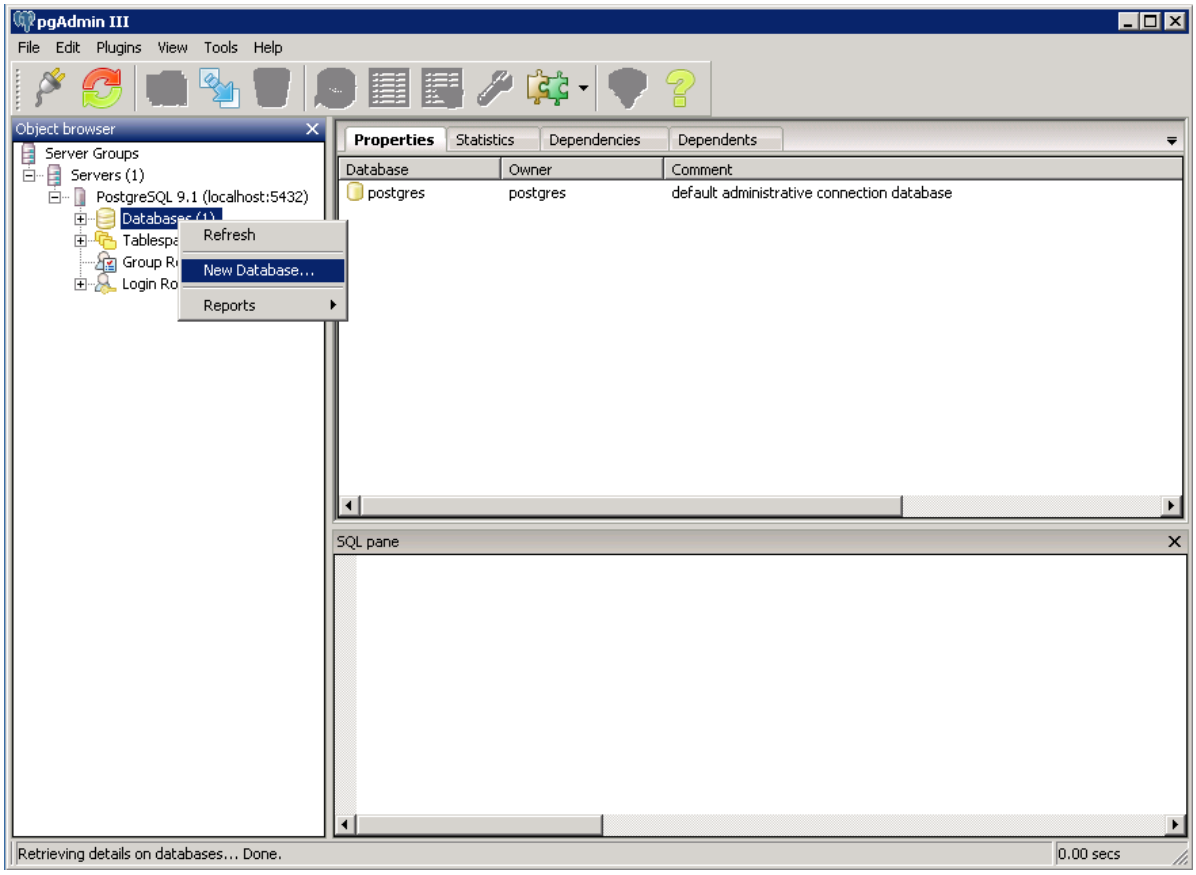


FIGURE 49 - CREATING A NEW DATABASE

On the next form, give the new database a name, such as "**Platinum**" and select the database owner from the dropdown list:

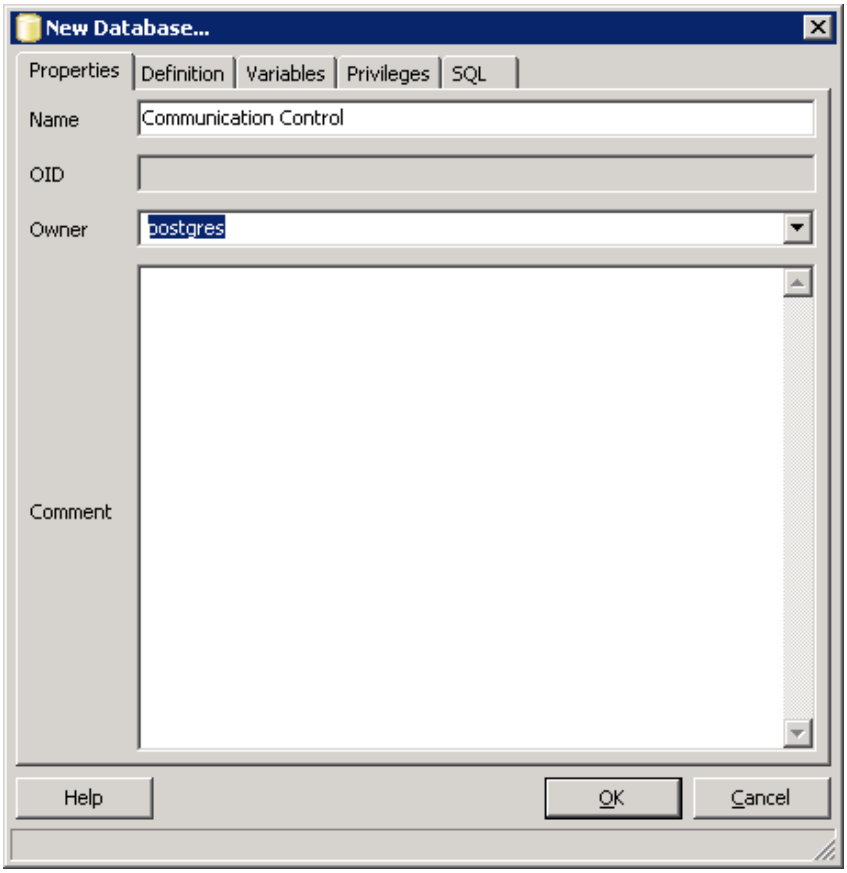


FIGURE 50 - ENTER DATABASE NAME AND OWNER

Press the OK button on the “New Database” form and once the new database entry appears in the pgAdmin’s list of databases you can close the PostgreSQL pgAdmin III tool.

CREATING THE ODBC DSN (POSTGRESQL)

Platinum Server uses ODBC to talk to the database server. Thus before you start the Platinum Server you have to configure ODBC data source. In order to do that please go to the Control Panel, then to Administrative Tools, and then to Data Sources (ODBC). Select the **System DSN** tab and click the **Add** button. Then select the **PostgreSQL ANSI** driver:

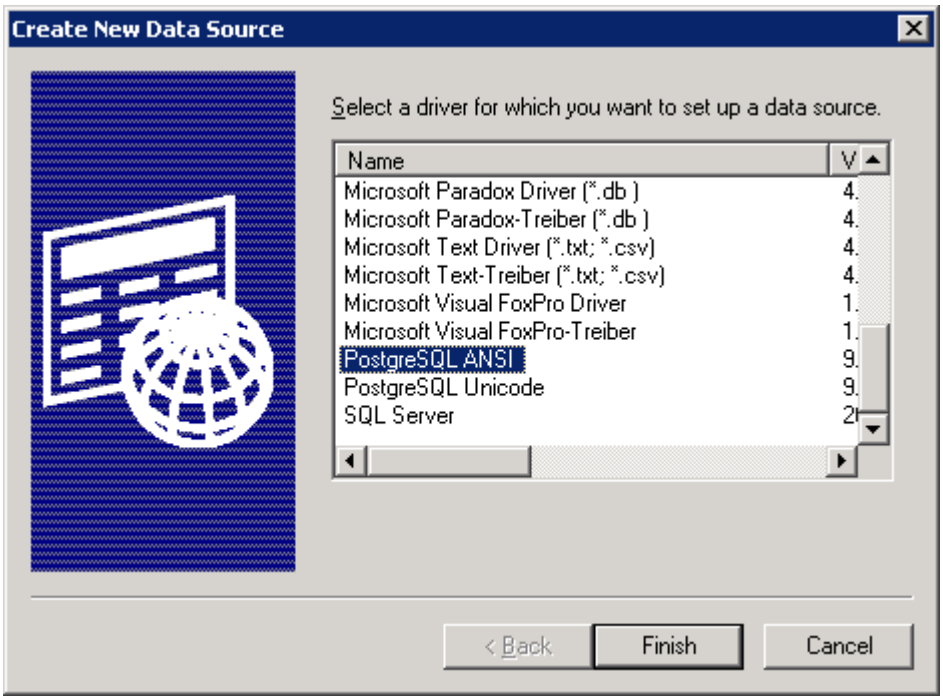


FIGURE 51 - POSTGRESQL ANSI ODBC DRIVER

On the next screen, fill out the properties for the DSN. Once you have filled out the form, test the connection using the **Test** button making sure you receive “Connection successful” message:

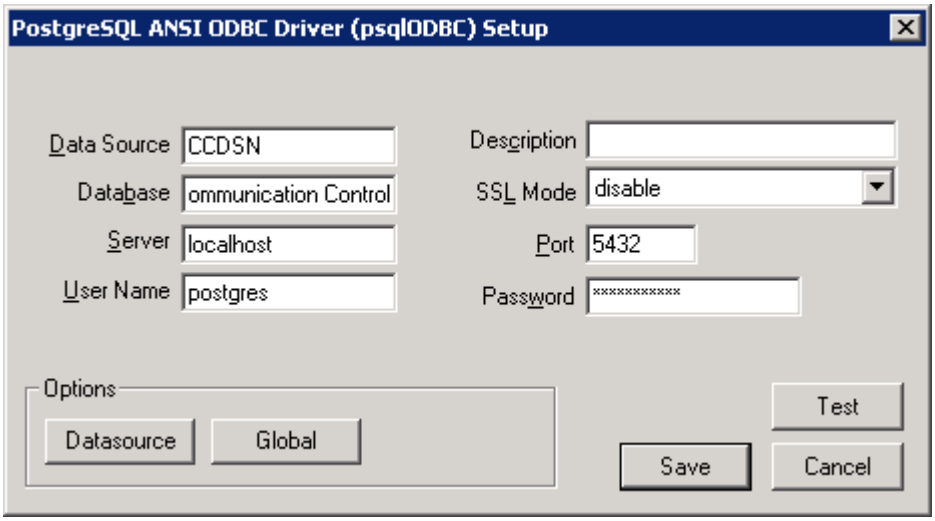


FIGURE 52 - DSN PROPERTIES

Next press the **Datasource** button, then press the **Page 2** button and **check** the "**bytea as LO"** checkbox:

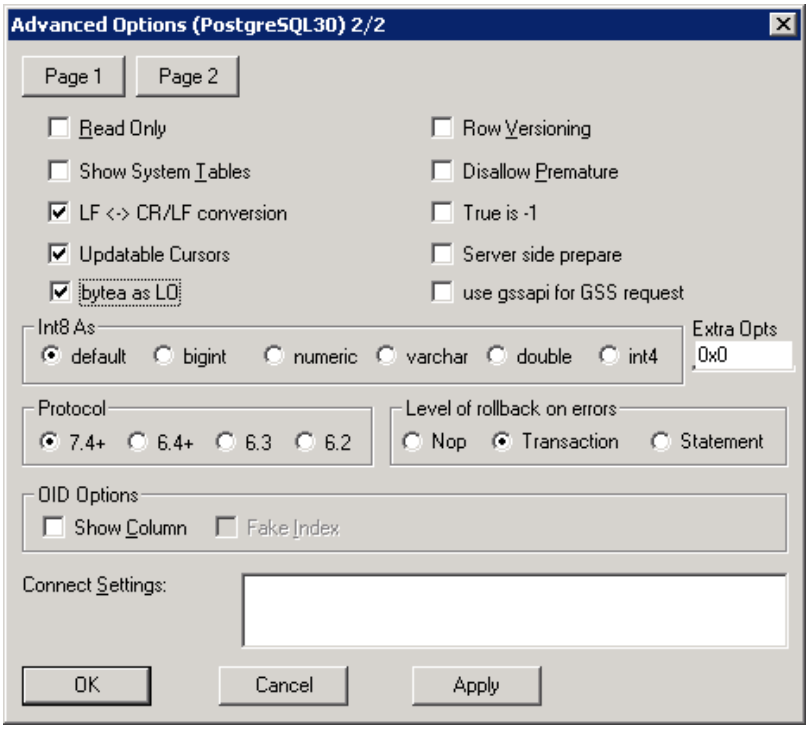


FIGURE 53 - ADVANCED DSN OPTIONS (PAGE 2)

Finally, press the **Apply** and **OK** buttons on the Advanced Options form and the **Save** button on the PostgreSQL ANSI ODBC Driver (psqlODBC) Setup form to complete DSN configuration.

By default the psqlODBC driver maps SQL Text field type to LongVarChar (8190 bytes long) field. The Platinum Server uses Text field to store Text-to-Speech text message and its metadata. Thus by default the maximum Text-to-Speech message length is limited to just over 7K. When this limit is exceeded the Platinum Server system will still create a Text-to-Speech message but the message text in the database will be truncated causing Platinum Client to display no message text in the message creation dialog.

The default field size value can be changed by going to PostgreSQL ANSI ODBC Driver (psqlODBC) Setup page (see chapter on DSN creation), pressing **Datasource** button and modifying the field called Max LongVarChar in the Miscellaneous section:

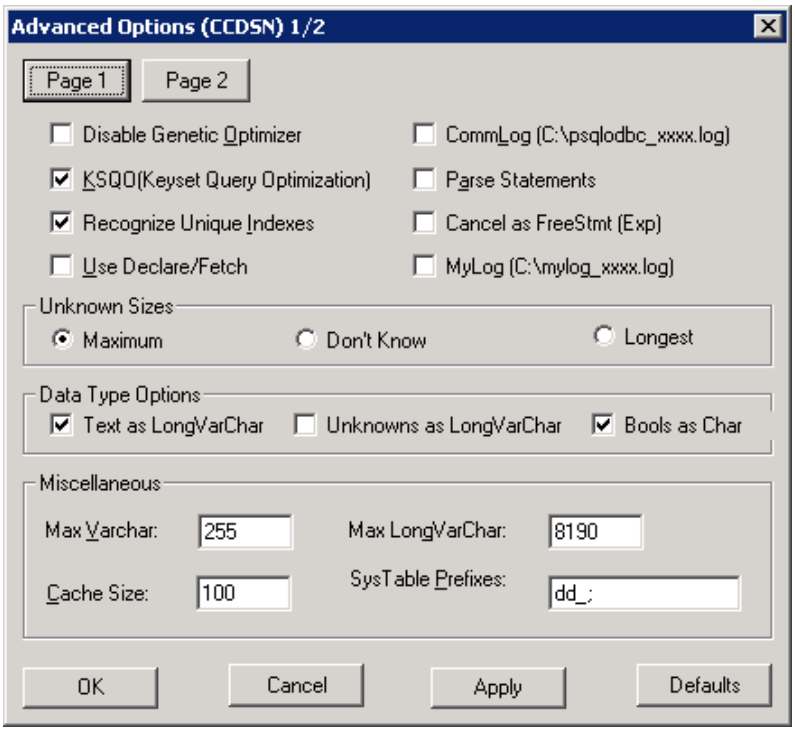


FIGURE 54 - ADVANCED DSN OPTIONS (PAGE 1)

Finally, press the **Apply** and **OK** buttons on the Advanced Options form and the **Save** button on the PostgreSQL ANSI ODBC Driver (psqlODBC) Setup form to complete changes.

LOADING DATABASE DEFAULT VALUES (POSTGRESQL)

Once started the Platinum Server will create and populate necessary tables in the database. If the schema creation fails please locate server's log files and contact M. H. Corbin technical support.

To verify the database was created correctly, you can re-open the PostgreSQL pgAdmin III utility, expand the "Databases" node, select the "Platinum" database by double-clicking the node and then expand "Schemas", "public" and "Tables" nodes. You should be able to see a number of tables and under the "Tables" node and should be able to look at their properties once you select any table in the "Object Browser" window:

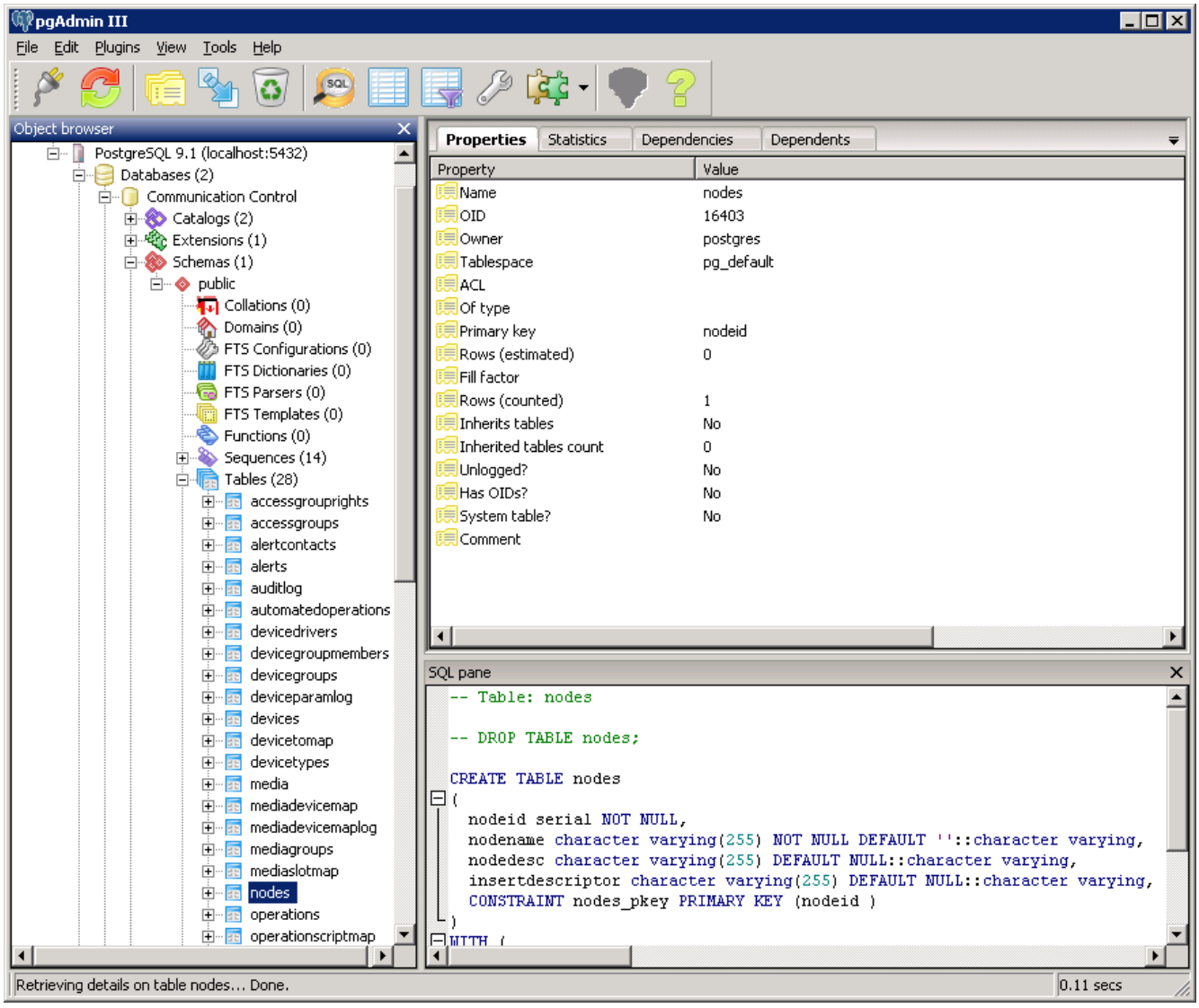


FIGURE 55 - LOADED PLATINUM DATABASE

MySQL Server Installation

These following steps are used in installing the MySQL database engine, v5.0. Start up the MySQL database installer and press the **Next** button:

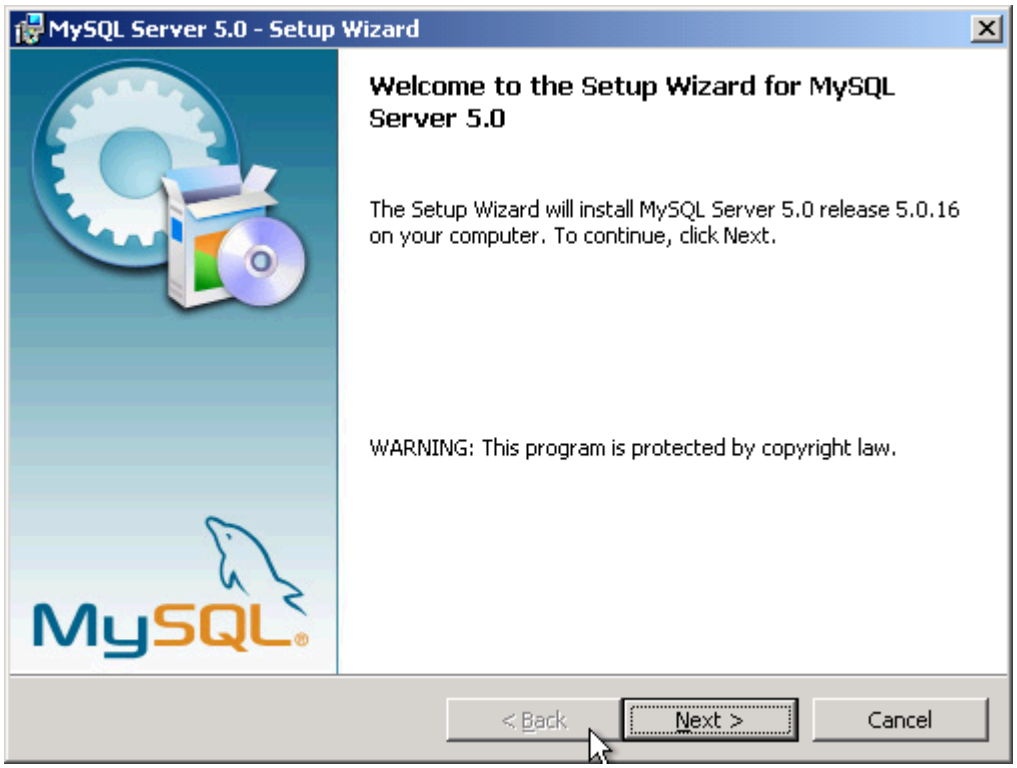


Figure 56 - MySQL Installer

On the next form, select **Typical** and click **Next** button:

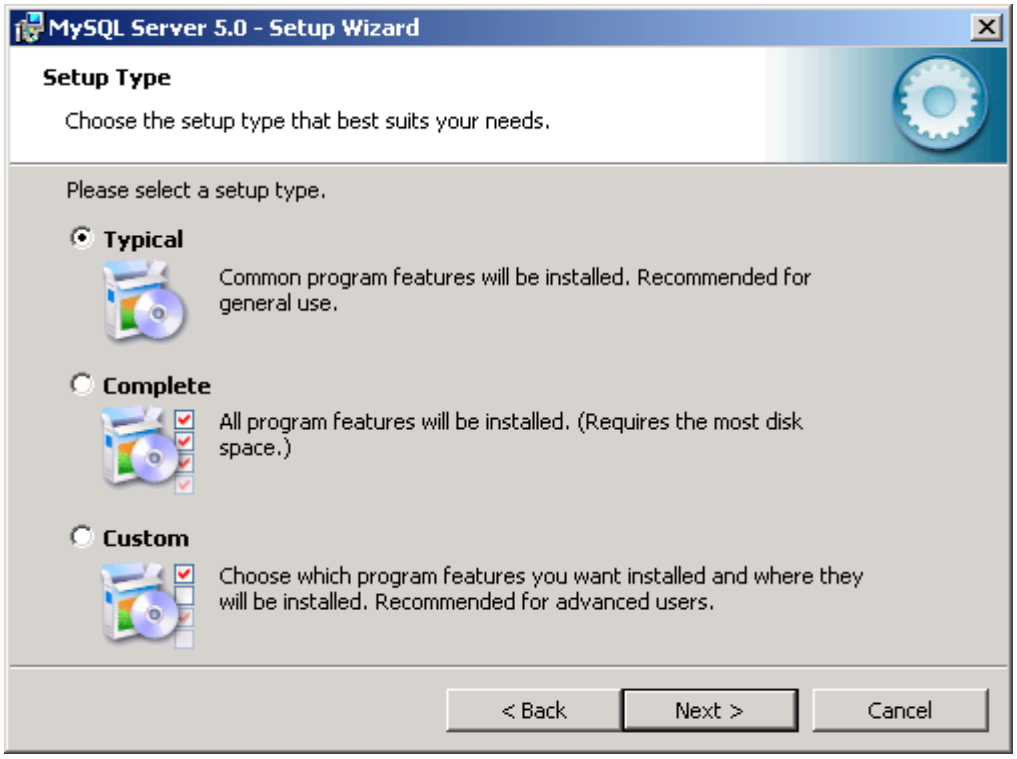


FIGURE 57 - TYPICAL INSTALLATION

Click **Install** button:

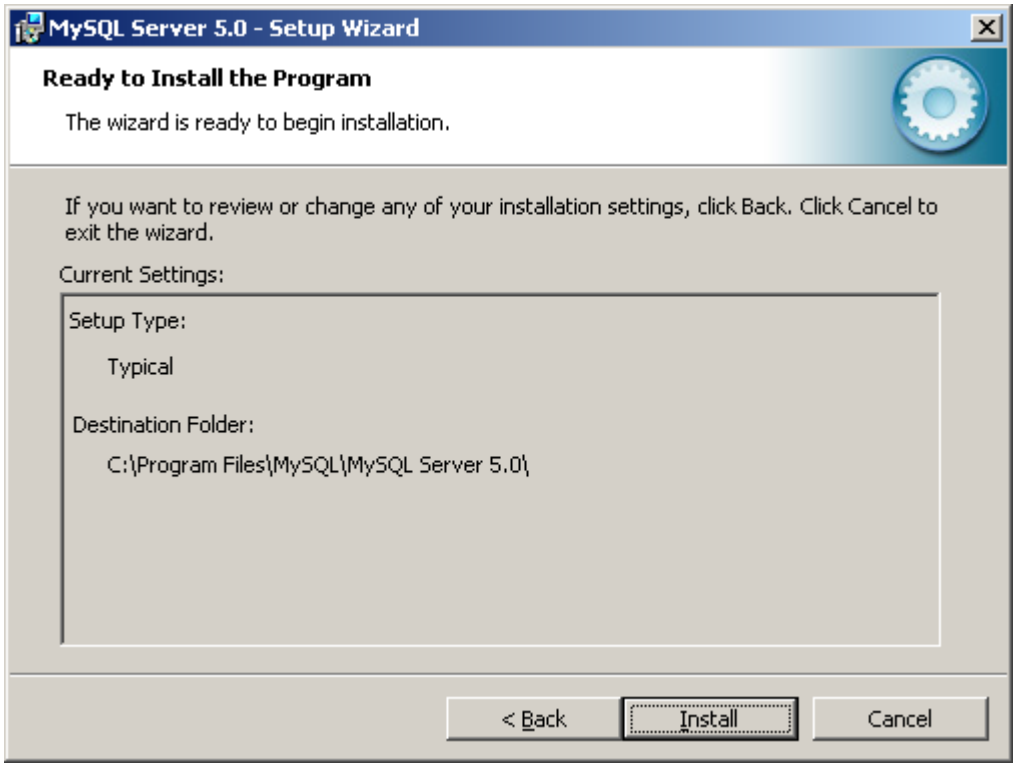


FIGURE 58 - INSTALLATION SUMMARY

The MySQL database engine will now be installed. Click **Next** button this process can take up to several minutes.

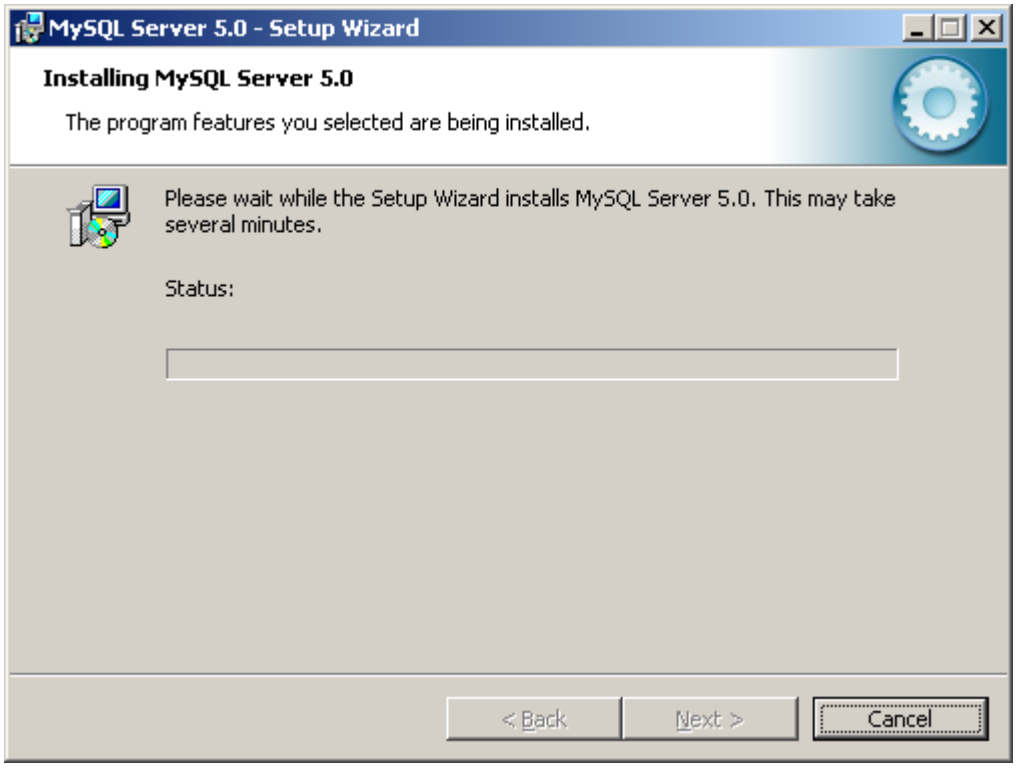


FIGURE 59 - TYPICAL INSTALLATION

Choose **Skip Sign-Up** and click **Next** button:

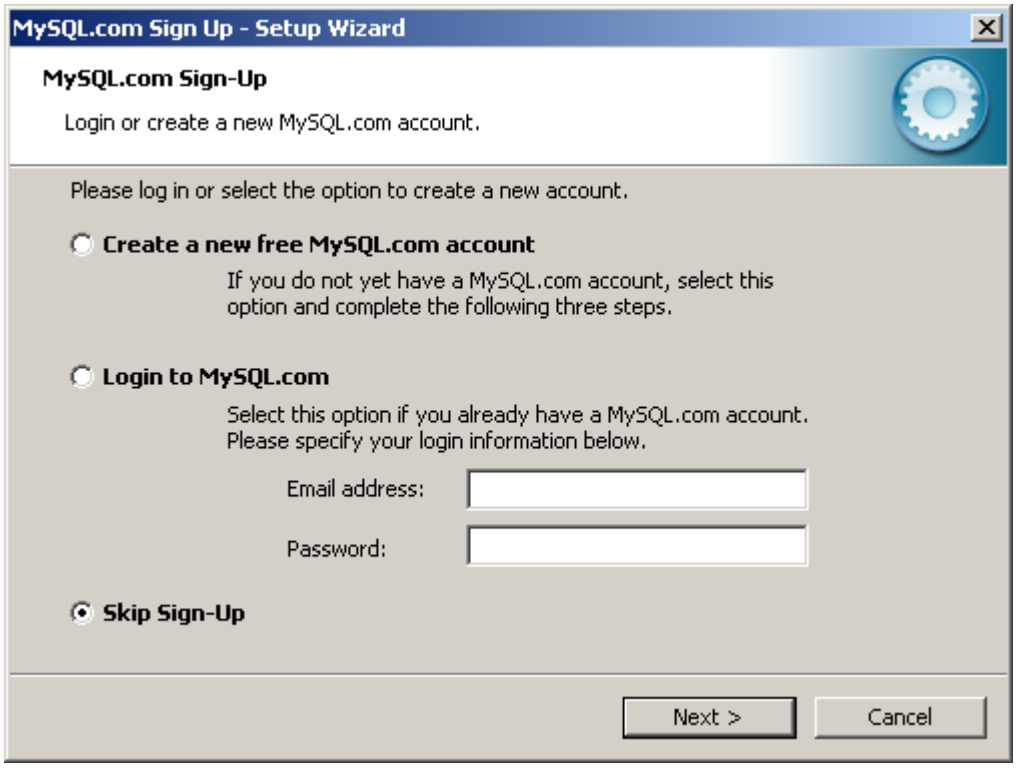


FIGURE 60 - TYPICAL INSTALLATION

Click **Finish** button:

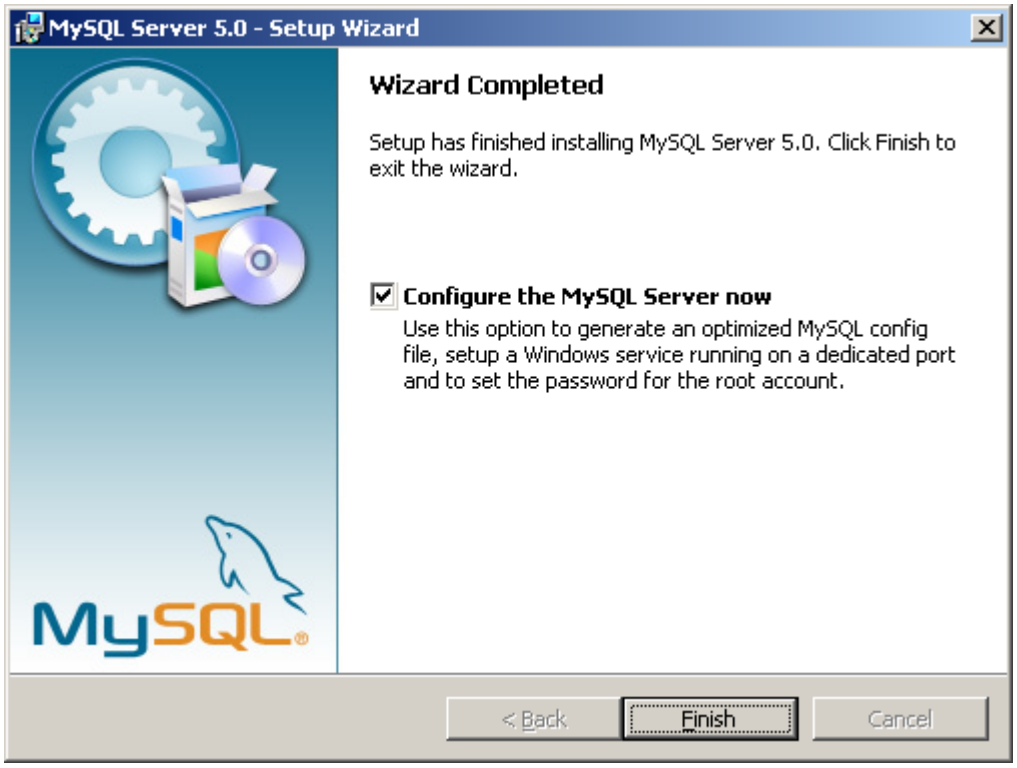


FIGURE 61 - TYPICAL INSTALLATION

Once this is complete configuring the MySQL Server will start. Click **Next** button:

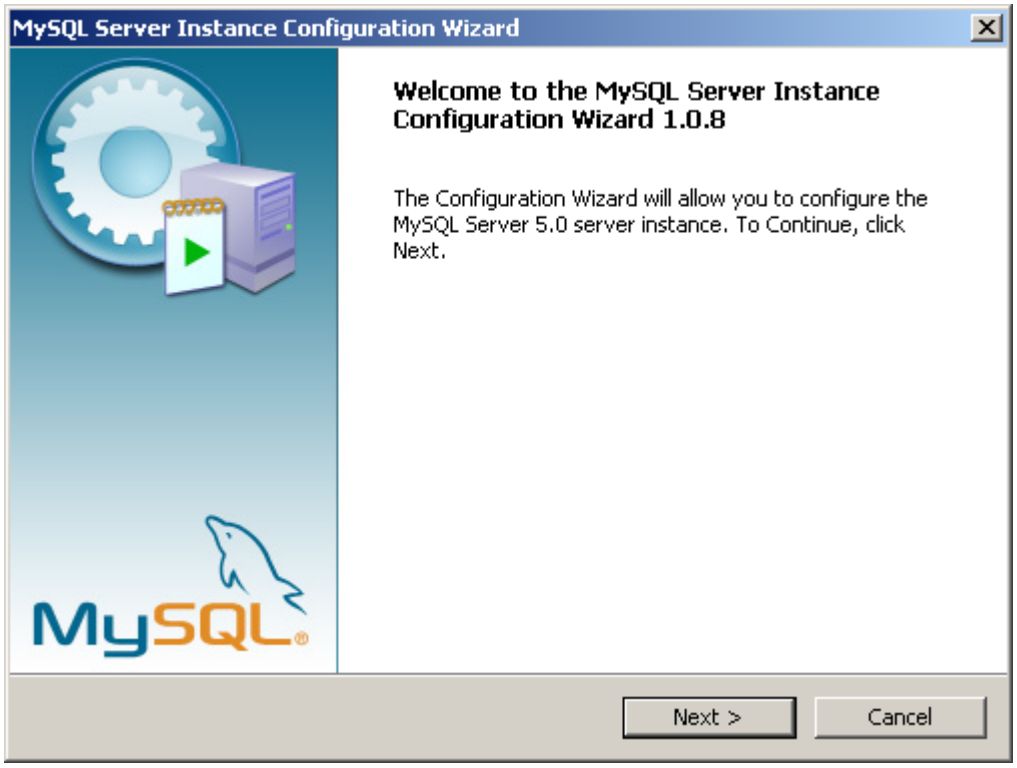


FIGURE 62 - SERVER INSTANCE CONFIGURATION

Select **Detailed Configuration** and lick **Next** button:

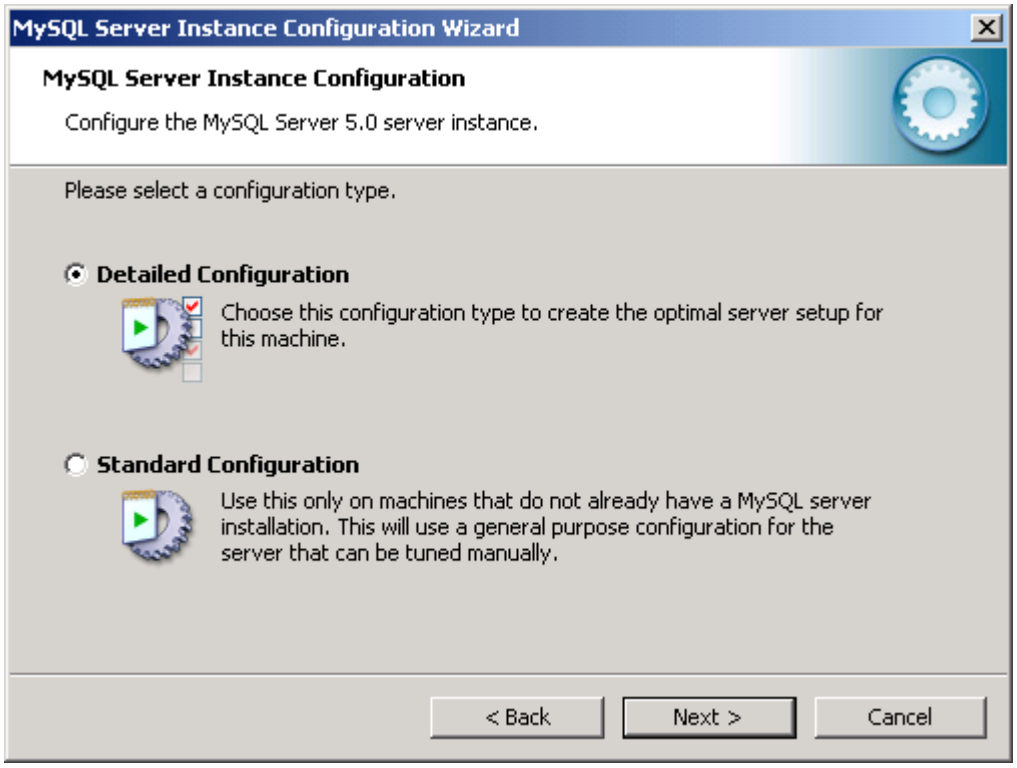


FIGURE 63 - SELECT DETAILED CONFIGURATION

Select **Server Machine** and click **Next** button**:**

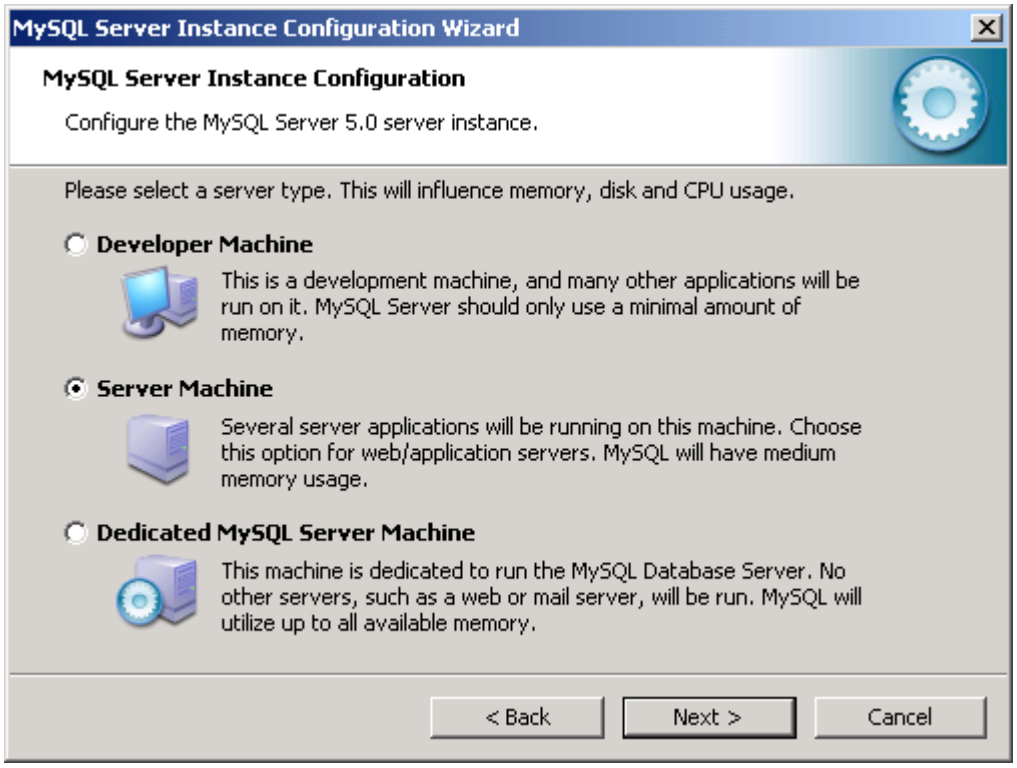


FIGURE 64 - SERVER MACHINE

Select **Multifunctional Database** and click **Next** button:

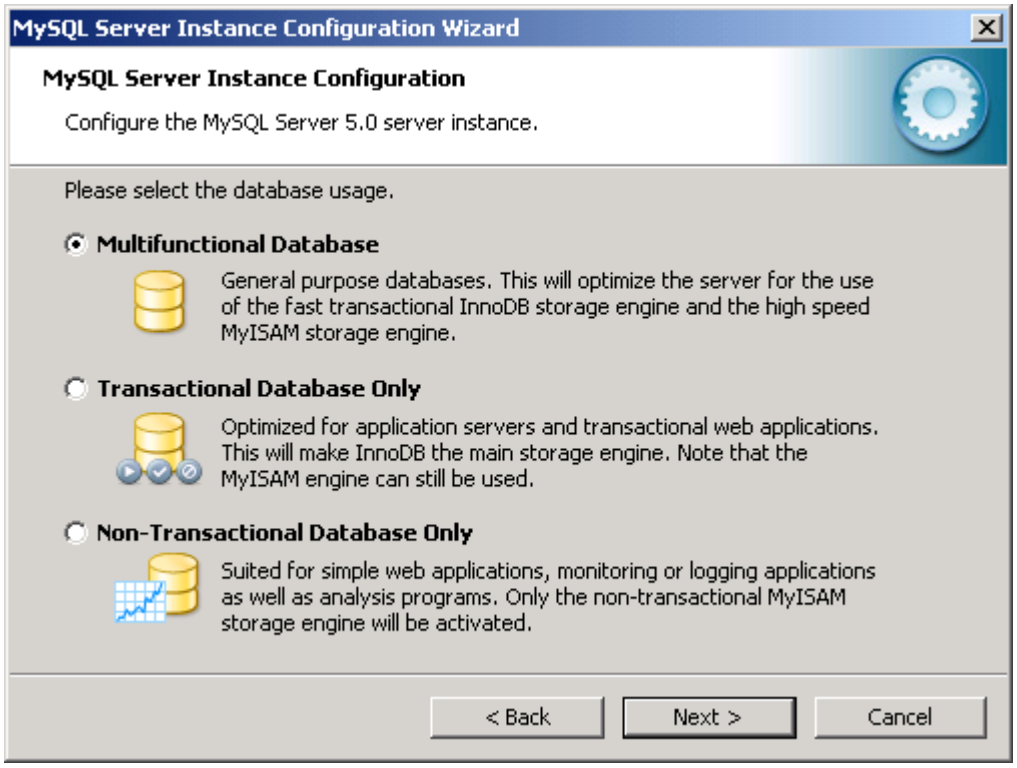


FIGURE 65 - MULTIFUNCTIONAL DATABASE

Insure installation Path is correct and click **Next** button:

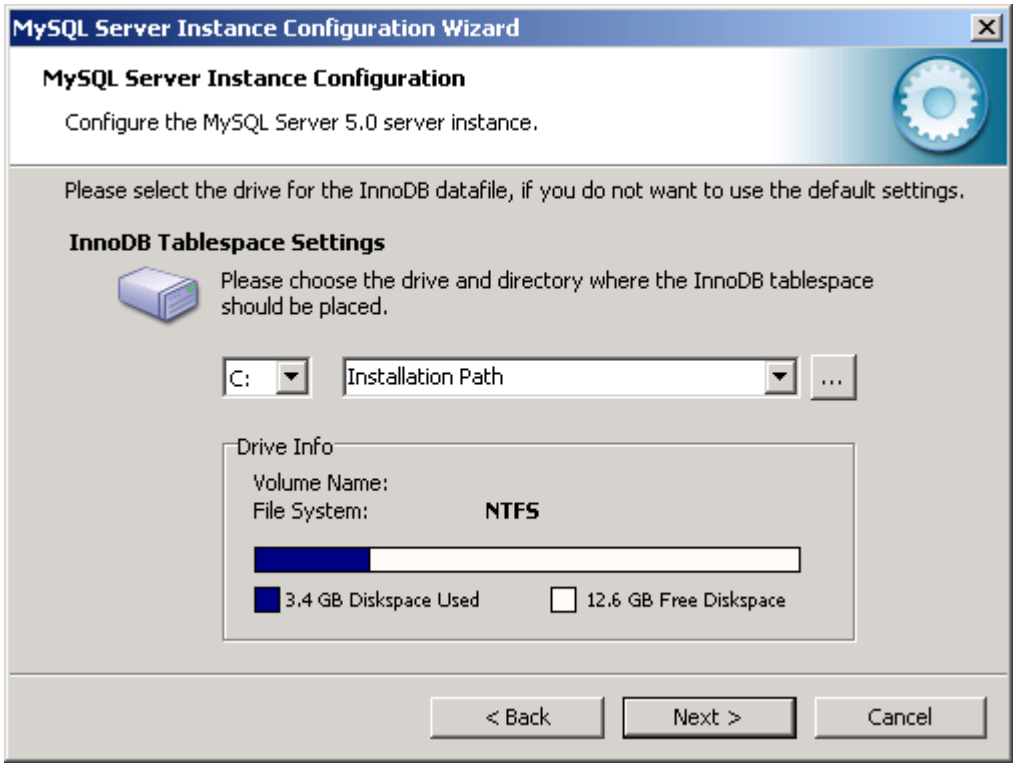


FIGURE 66 - TABLESPACE SETTINGS

Select **Decision Support** and click **Next** button:

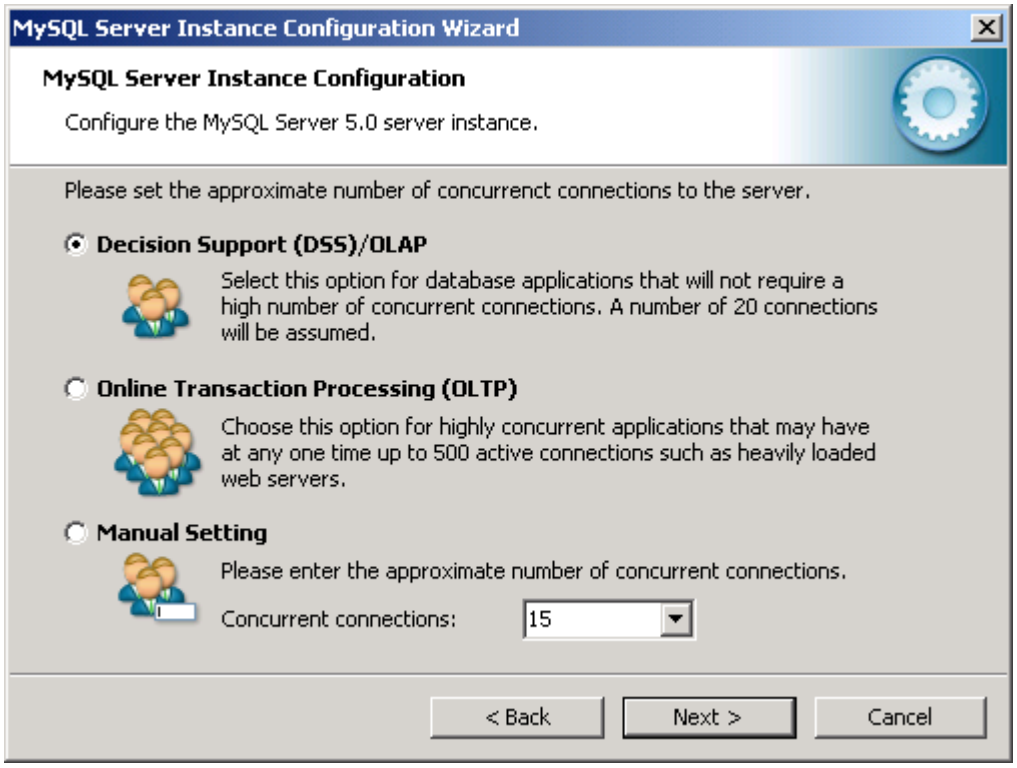


FIGURE 67 - DECISION SUPPORT CONFIGURATION

Ensure Enable TCP/IP & Enable Strict Mode Are checked and click **Next** button:

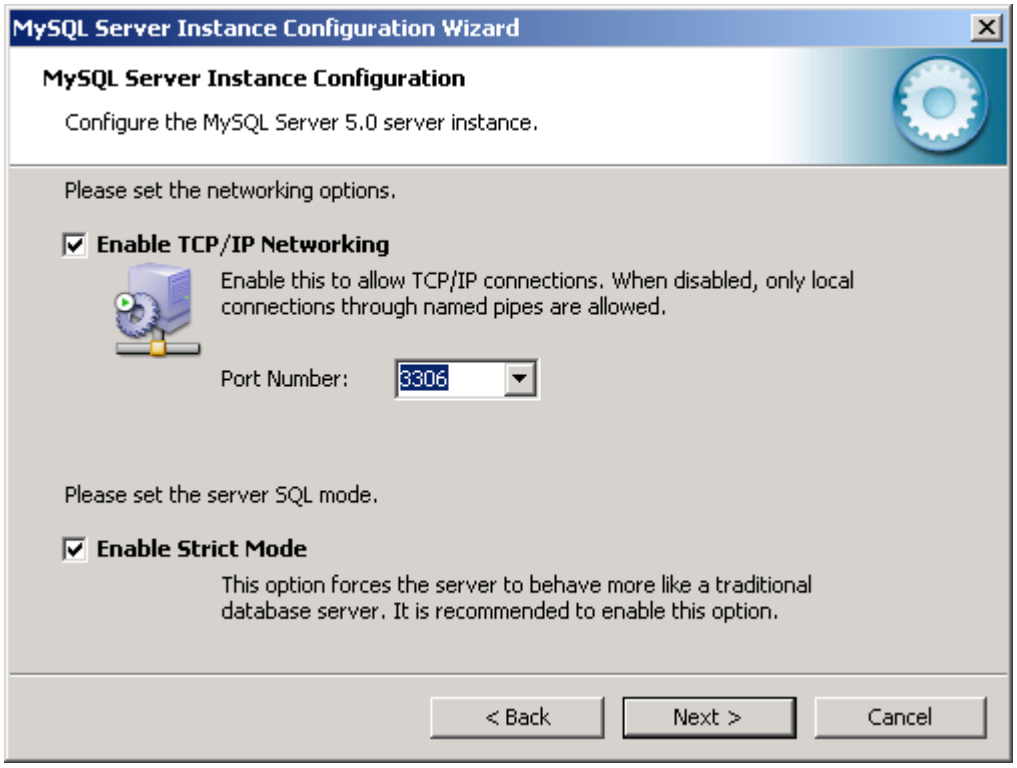


FIGURE 68 - NETWORK SETTINGS

Click **Next** button:

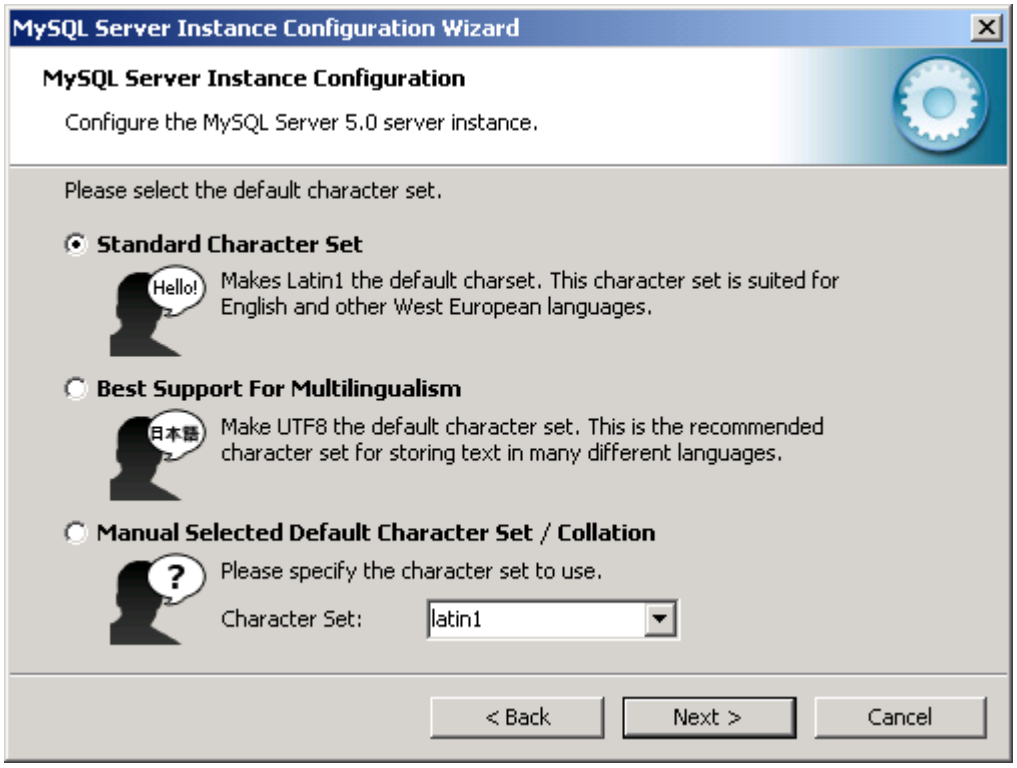


FIGURE 69 - LANGUAGE SET

Check **Include Bin Directory**…Click **Next** button:

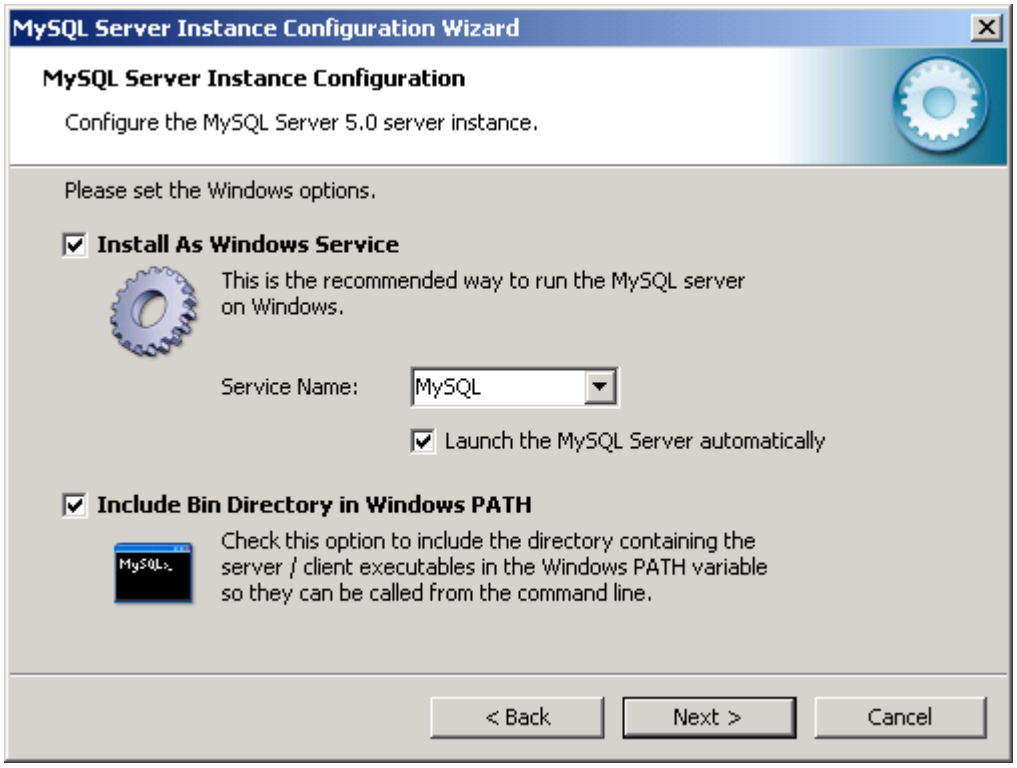


FIGURE 70 - SERVICE OPTIONS

Create a **New Root Password.** *Remember this password or write it down. You will need this later on*. Note: Check the box for **Enable root access from remote machines.** Click **Next** button:

FIGURE 71 - ROOT PASSWORD

After this screen, MySQL will then install the service. You may see the following screen:

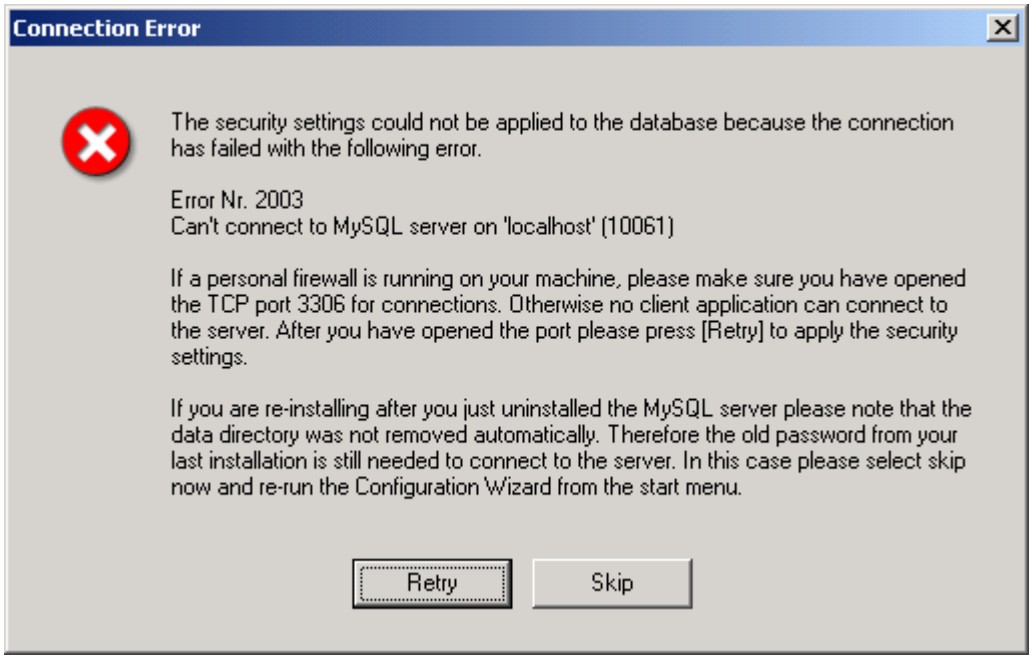


FIGURE 72 - PORT BLOCKED ERROR

If so, leave this screen up, and open the Windows Firewall service and add an exception forport 3306 for MySQL. The following screen shots will guide you through this process.

1. Click Start

2. Click settings

3. Click Control Panel

4. Find the icon for Windows Firewall

. Double click it and the next screen will be

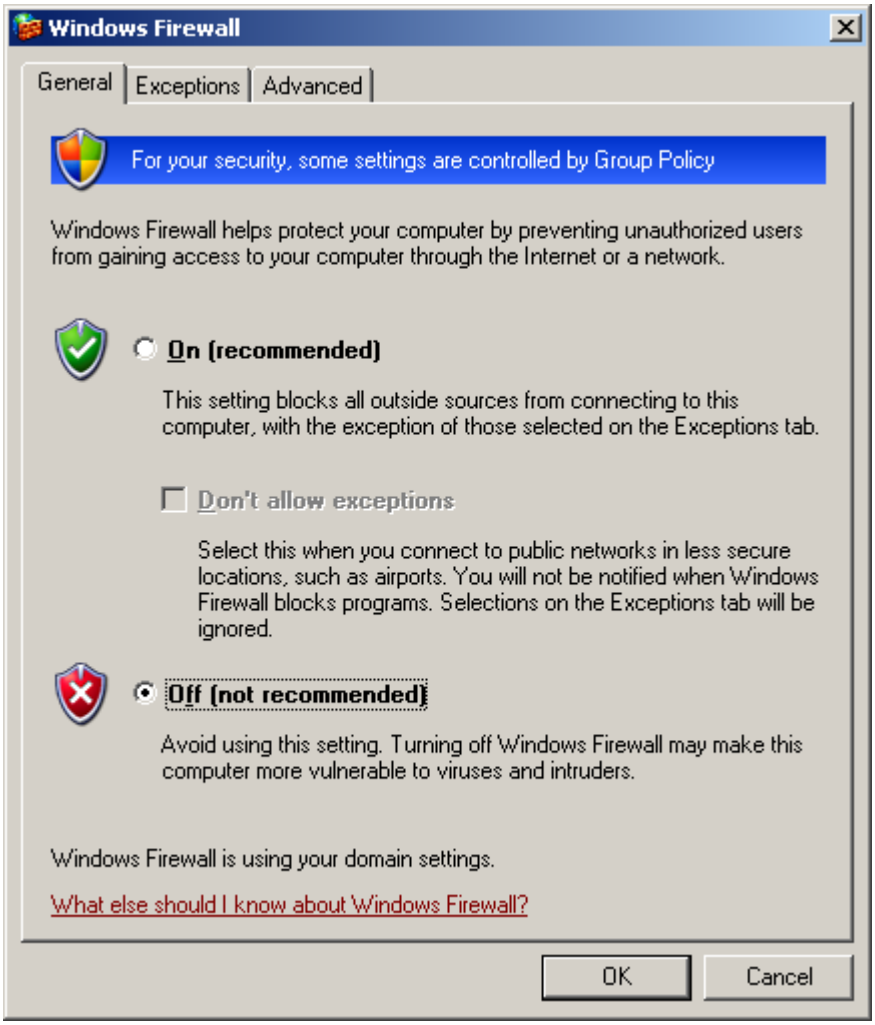


FIGURE 73 - EXCEPTION PORT CONFIGURATION

Click **Exceptions Tab.** Then click **Add Port** button:

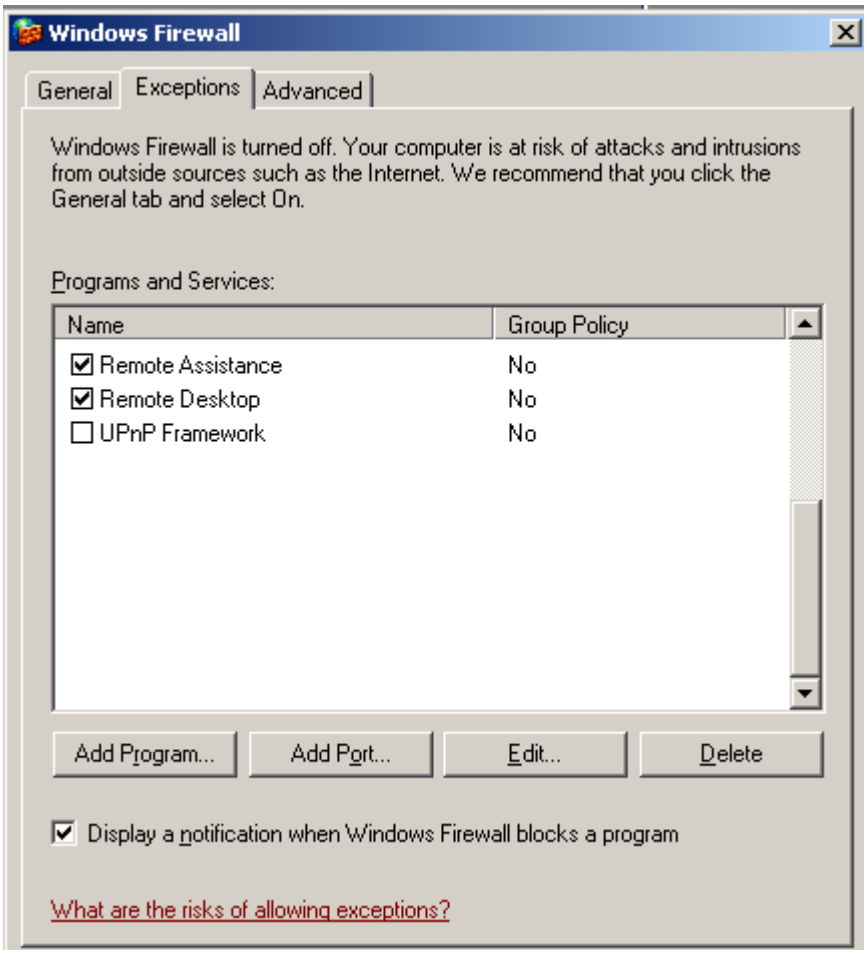


FIGURE 74 - EXCEPTION PORT CONFIGURATION

Enter in a name e.g. **MySQL.** Enter in the port number the SQL Service is running on e.g. **3306.** Click **OK** button:

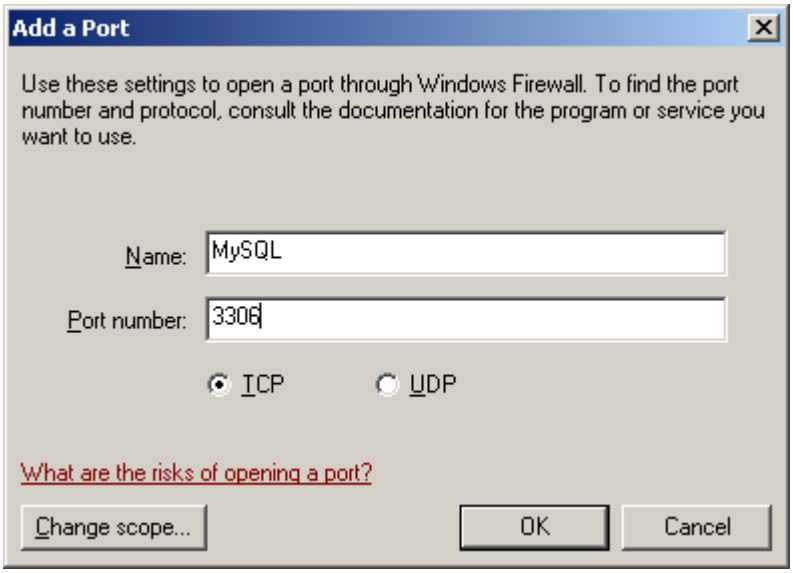


FIGURE 75 - EXCEPTION PORT CONFIGURATION

You will notice that entry being added to your list of exceptions. Click **OK** button**:**

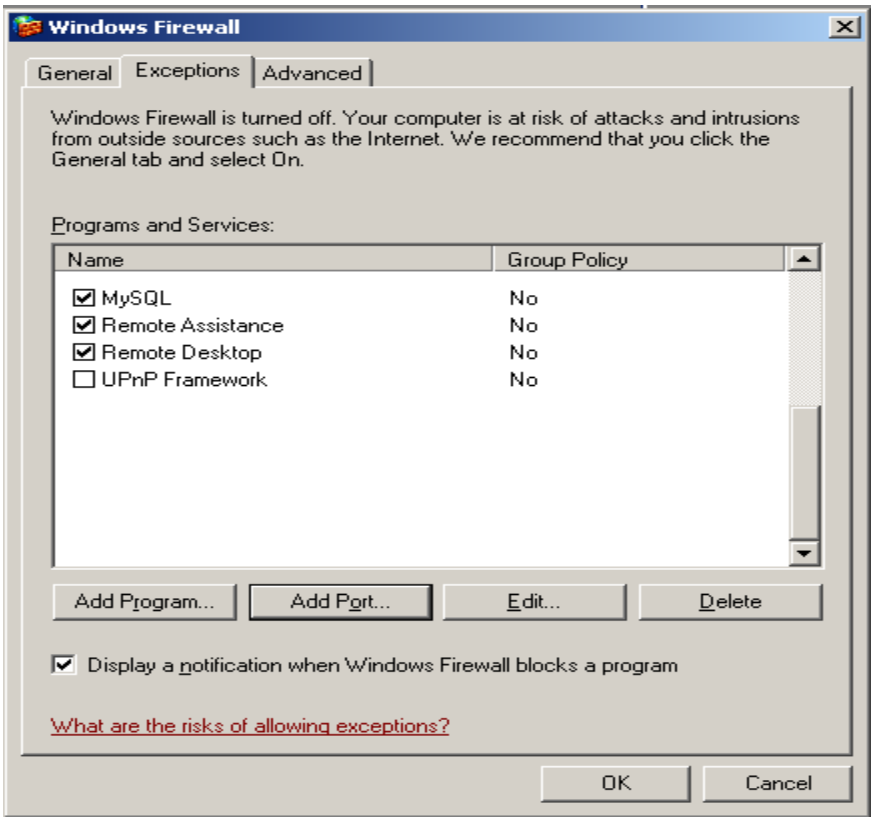


FIGURE 76 - EXCEPTION PORT CONFIGURATION

Once you have done this, return to this screen and press the **Retry** button:

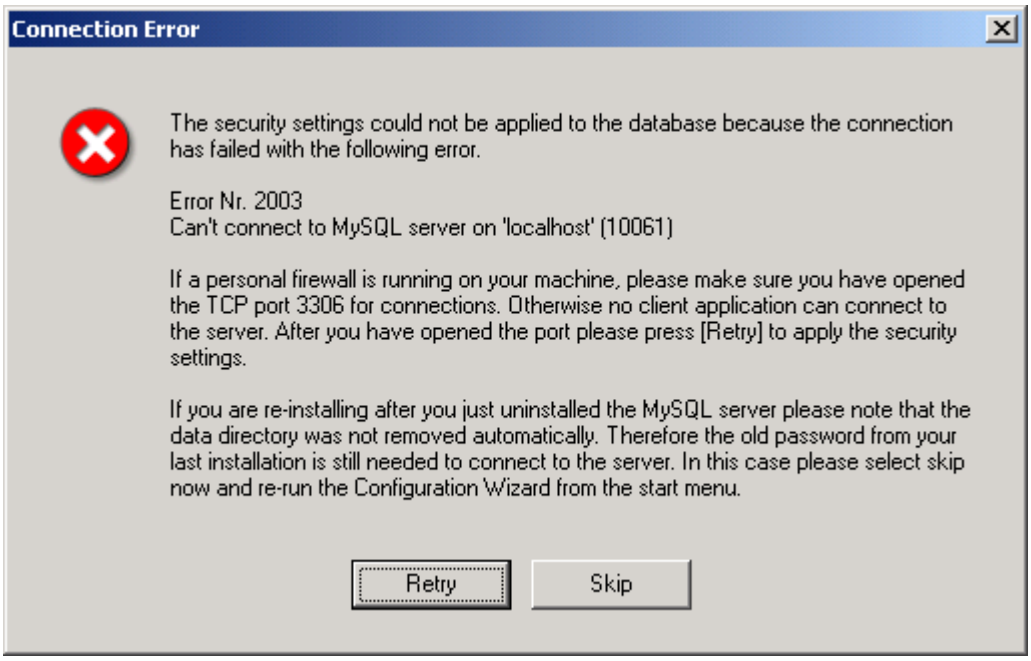


FIGURE 77 - PORT BLOCKED ERROR

Finally, you should see the completion screen:

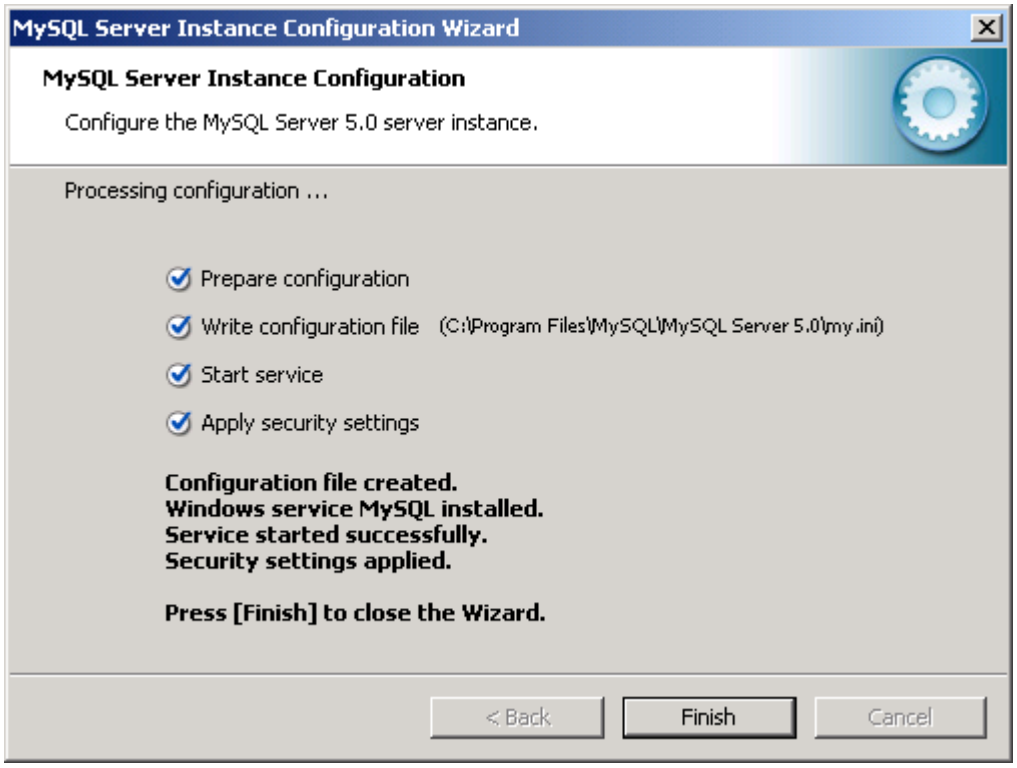


FIGURE 78 - COMPLETION SCREEN

After the engine is installed, it is required that you update the "my.ini" MySQL configuration file. This file is found in the MySQL installation directory (c:\program files\MySQL\MySQL Server 5.0\my.ini). Add the following two settings to the bottom of this file:

```
max_allowed_packet=64M
net_buffer_length=64M
```

(These changes will require a restart of the MySQL engine to be effective)

After installing the MySQL database engine, you should also continue on and install the MySQL Administrator tool, the MySQL Query Browser tool, and the MySQL ODBC drivers.

CREATING THE PLATINUM SERVER DATABASE (MYSQL)

After the database server has been installed, you will then need to create the database which Platinum Server will populate with the required tables and default data records during its initial startup.

Before starting the Platinum Server for the first time, the Node ID which is to be used should be carefully considered. By default, a node ID of 100 is used in the load scripts. If this installation will be using multiple instances of the Platinum Server, you should use different node IDs for each instance. Using the same Node ID on two or more instances of the Platinum Server will cause unpredicted results, but most notably it will cause messages to fail due to improper routing. If necessary, the Node ID value can be changed in the dr2000p.db file (by searching for the line starting with "INSERT INTO `nodes` VALUES"). This has to be done prior to the initial start of the Platinum Server.

To create a database, open up the MySQL Administrator tool. Select the host where MySQL was installed, with a user name of "root" and the root password which was created when the MySQL database engine was installed:

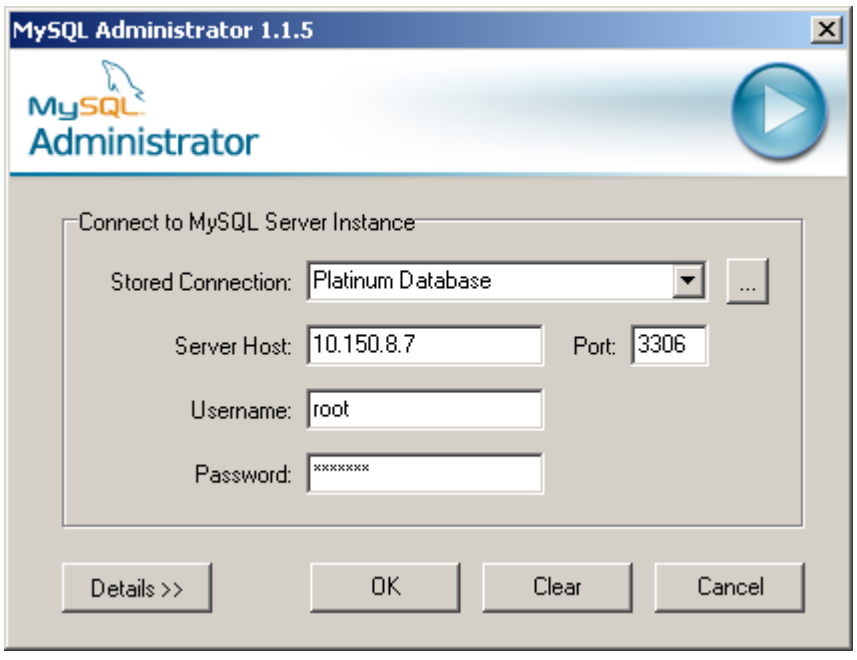


FIGURE 79 - MYSQL ADMINISTRATOR LOGIN

After you are connected, select the **Catalogs** icon, and then **right click in the schema window** and select **Create New Schema** as shown below:

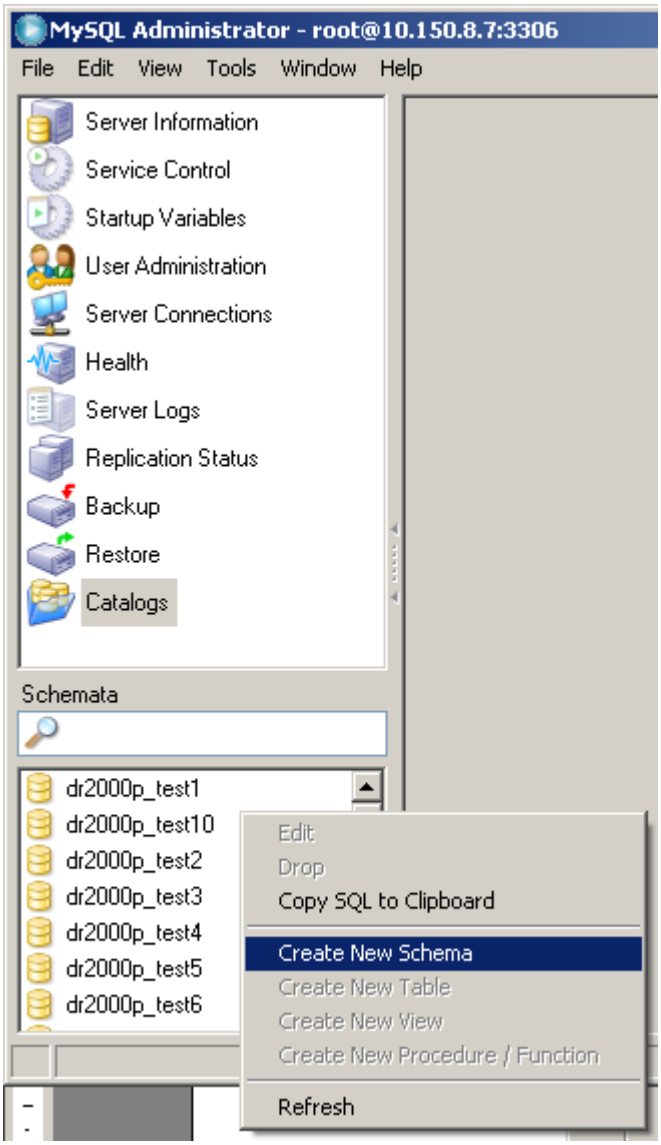


FIGURE 80 - CREATING A NEW DB SCHEMA

On the next form, give the new schema a name (which will be the database name) such as "Platinum"

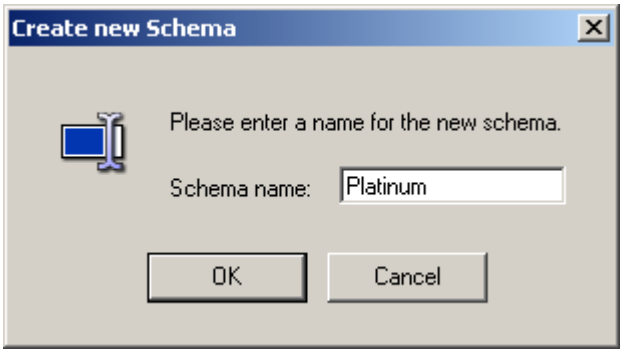


FIGURE 81 - SCHEMA NAME

You can then close the MySQL Database administrator tool.

Loading Database Default Values

Once started, the Platinum Server will create and populate necessary tables in the database. If the schema creation fails please locate server's log files and contact M. H. Corbin technical support.

To verify the database was created correctly, you can re-open the MySQL Administration utility, select the "Catalogs" icon, and then select the "Platinum" database. You should see a list of tables get populated in the main window, as:

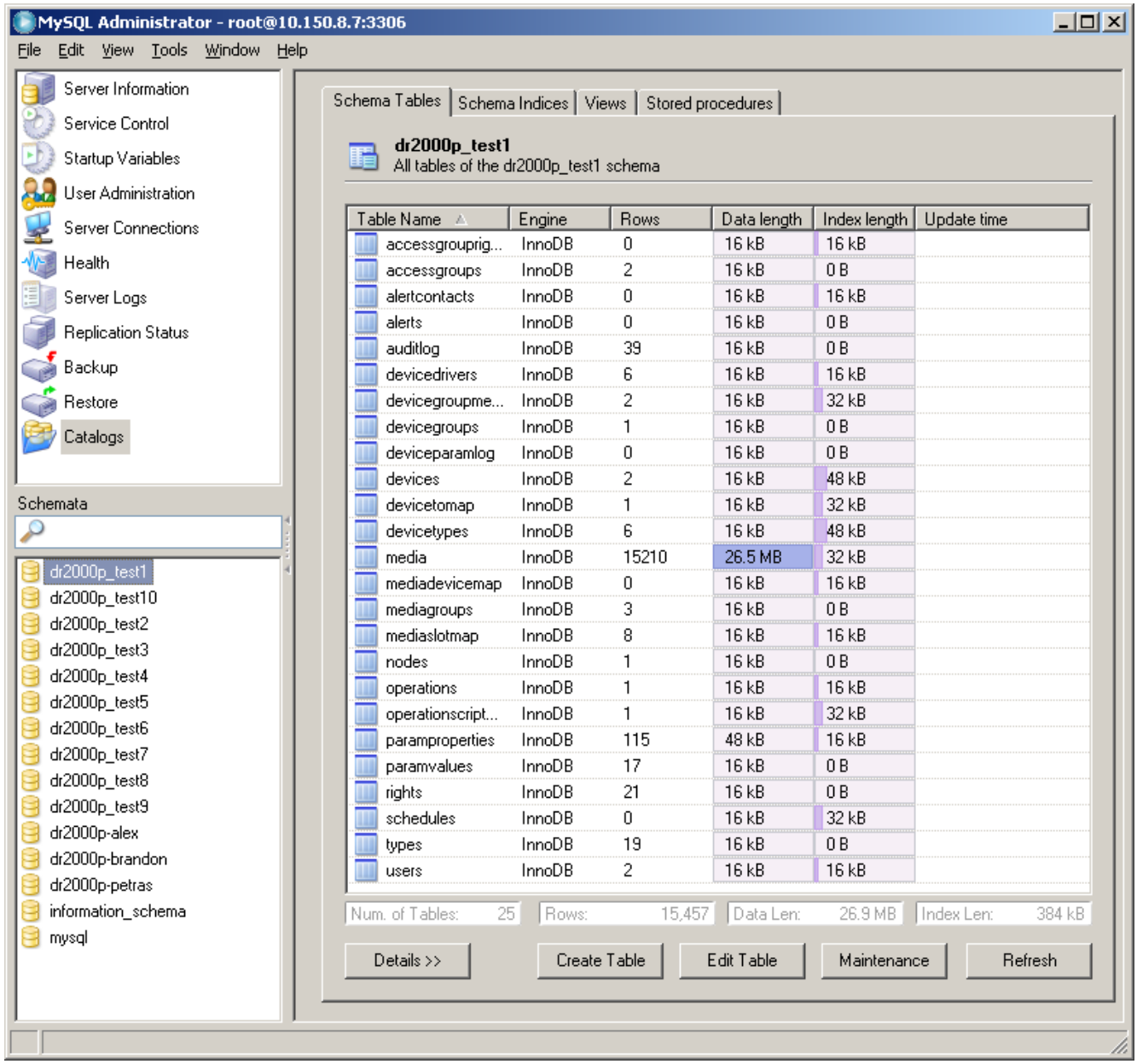


FIGURE 82 - PROPERLY CREATED PLATINUM SERVER DATABASE

CREATING THE ODBC DSN (MYSQL)

Once complete, you will have to run the Microsoft ODBC Administrator to create a DSN for accessing the MySQL database. Go to the Control Panel, then to Administrative Tools, and then to Data Sources (ODBC). Select the "System DSN" tab. Click the "Add". Select the MySQL ODBC 3.51 driver:

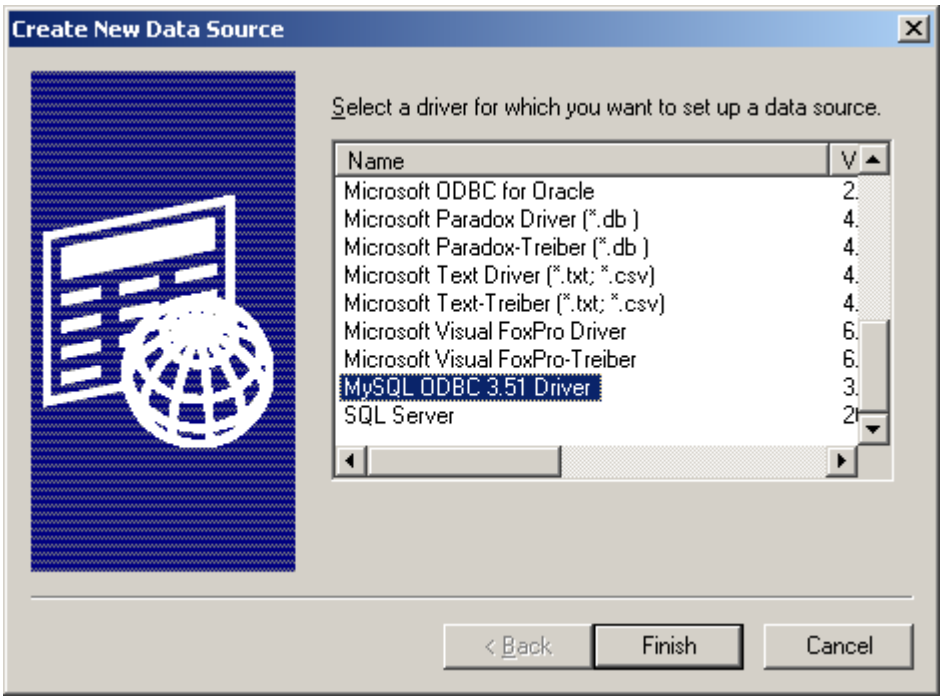


FIGURE 83 - MYSQL ODBC 3.51 DRIVER

On the next screen, fill out the properties for the DSN. It is probably easiest to specify the password and database name on this form instead of typing them out in the Platinum Server configuration file. Only the options on the first tab (login) are required to be modified. Once you have filled out the form, test the connection to make sure it works with the **Test** button: As shown on the next page:

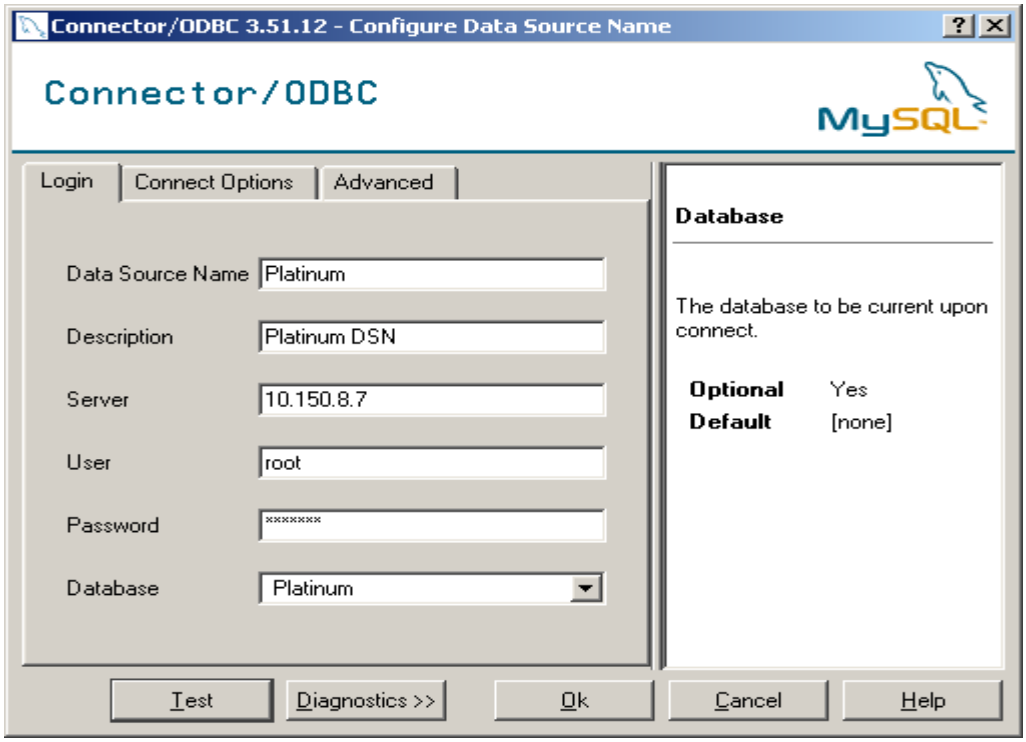


FIGURE 84 - DSN PROPERTIES

PLATINUM SERVER INSTALLATION

To install the platinum server, you must download the Platinum Server installer (MSI). The Platinum Server installer, and all other components, can be found on the downloads directory within the Platinum Server website, at

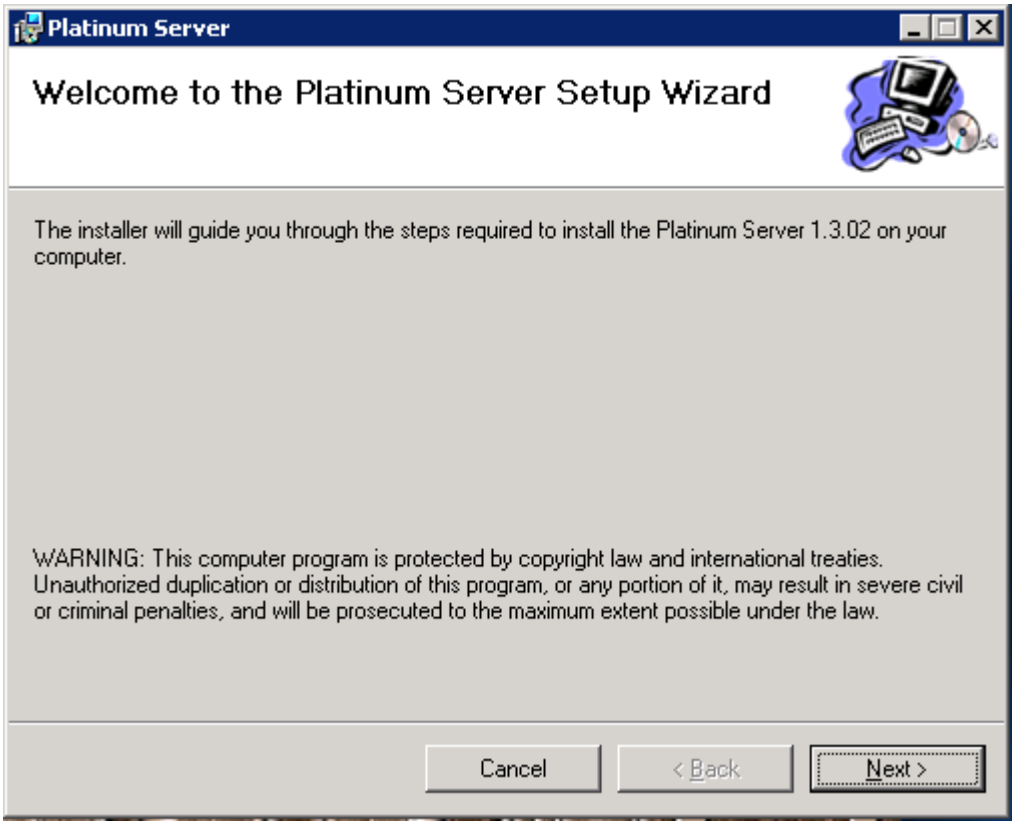
http://www.mhcorbin.com/.

Prerequisites:

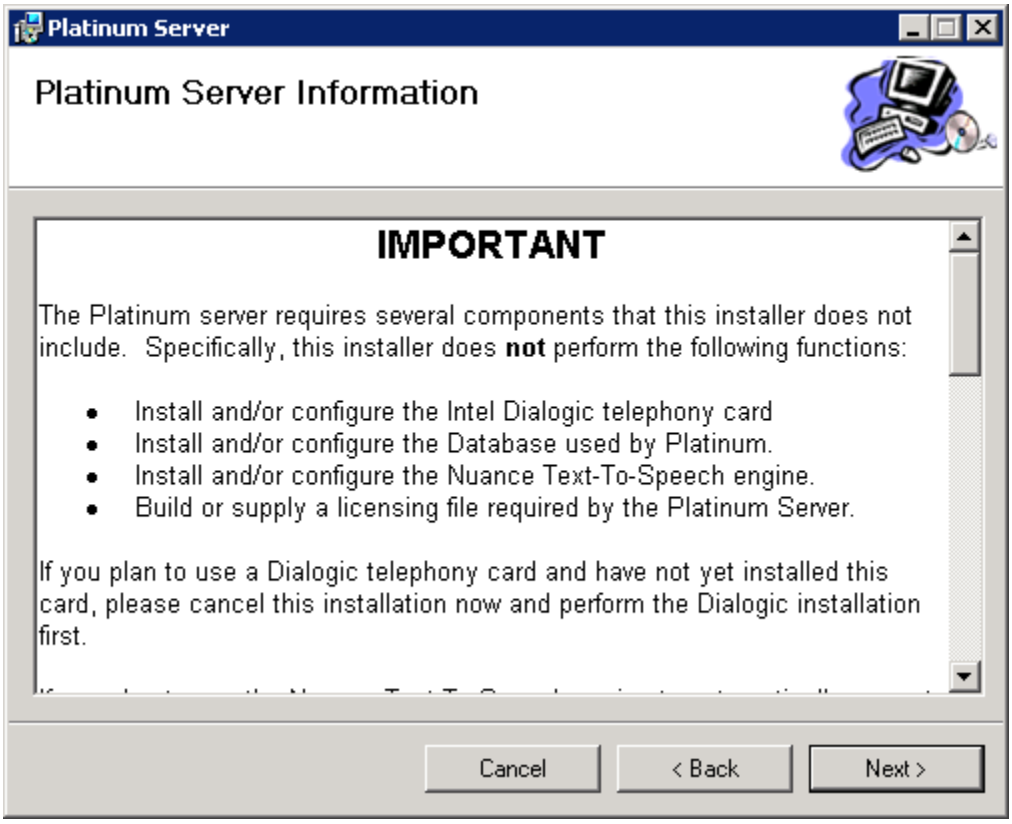
- Database installation and creation
- ODBC installation and DSN creation
- Dialogic Telephony card installation
- Text-to-speech engine and voice pack installation

WINDOWS INSTALLER

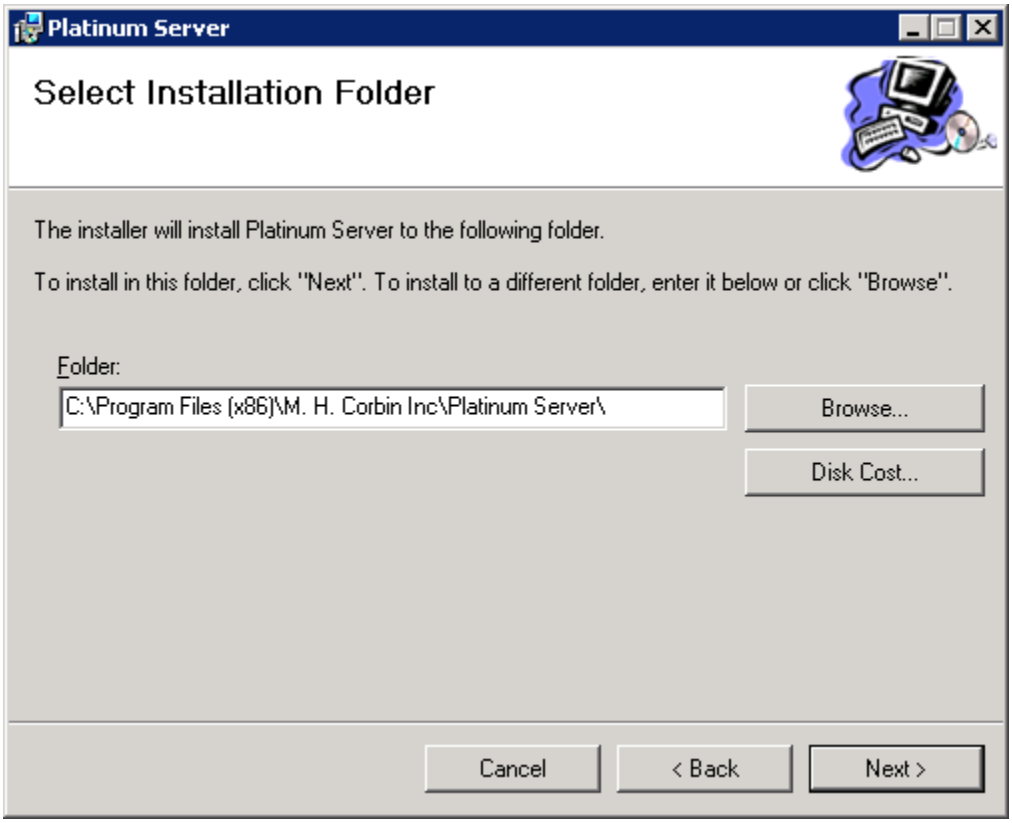
Extract the zip file and run setup.exe. Ensure that the login user has Administrative Privileges. Tap "Next>"



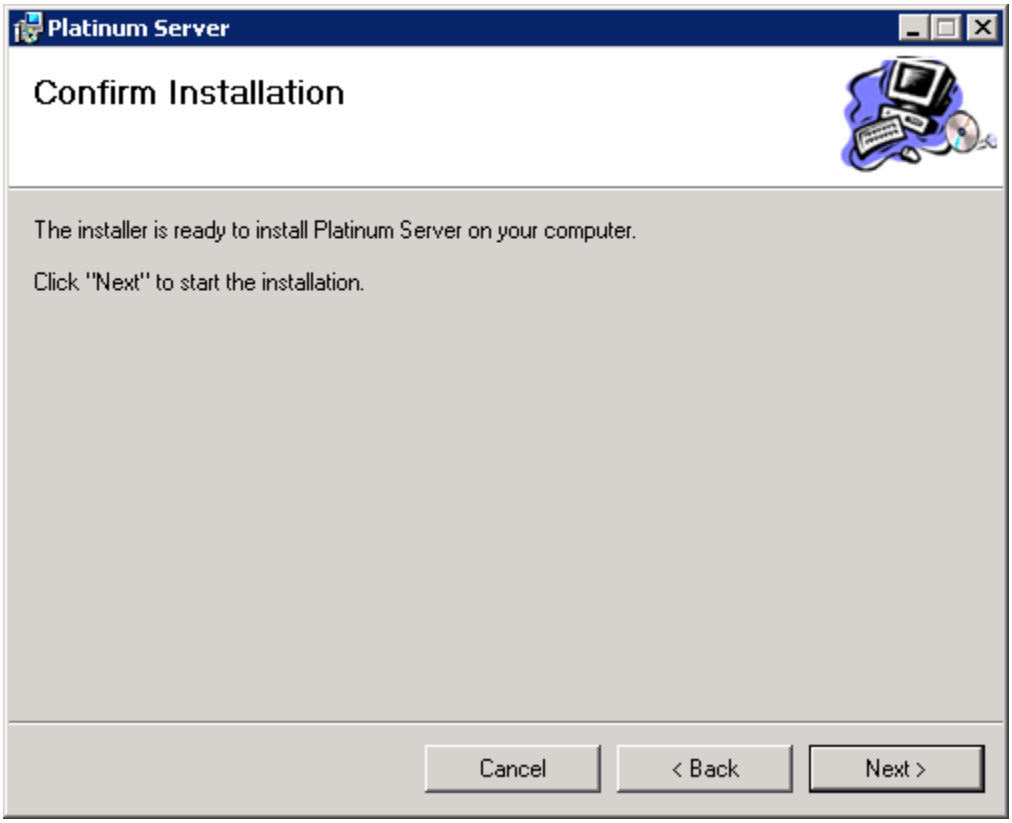
Read the installation notes and tap “Next >”



Change the Installation Folder only if required. Tap “Next >”



The Application is now ready to be installed. Tap “Next >”

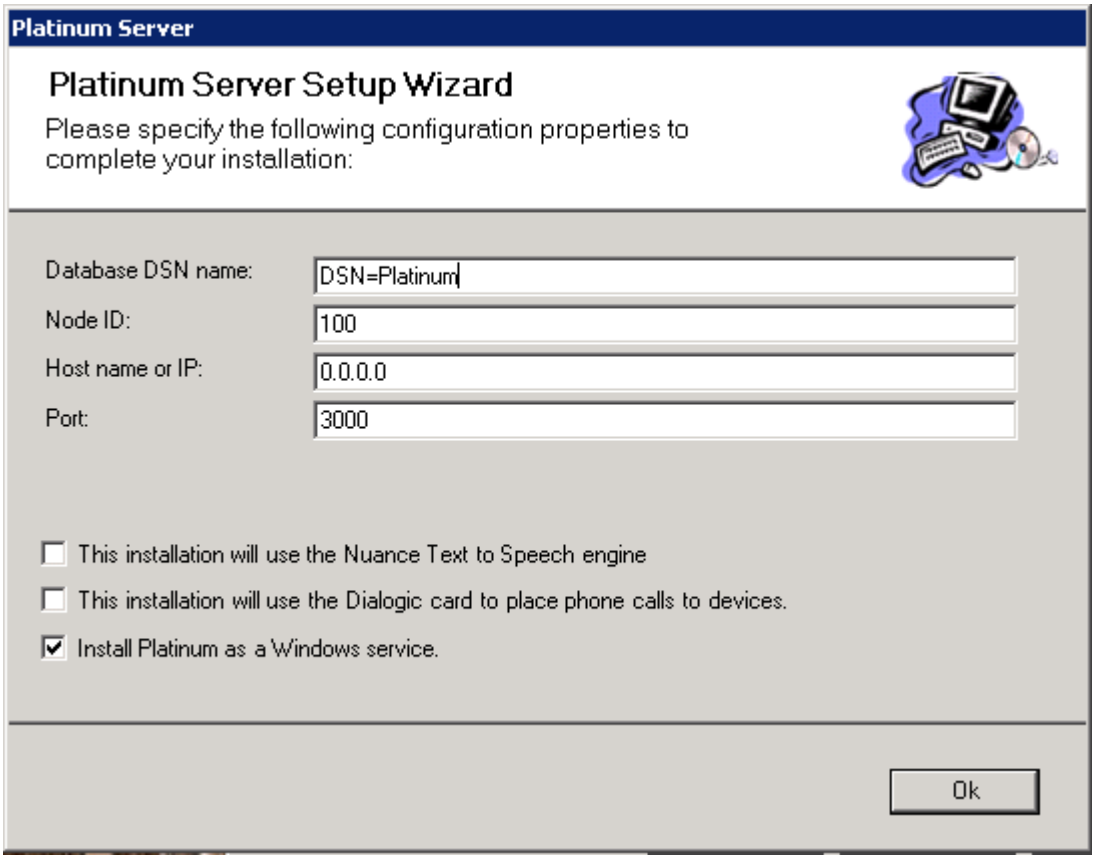


If the installation is interrupted and rolled back, this means that there are some .Net Framework Patches missing. Complete all Windows Updates and try again.

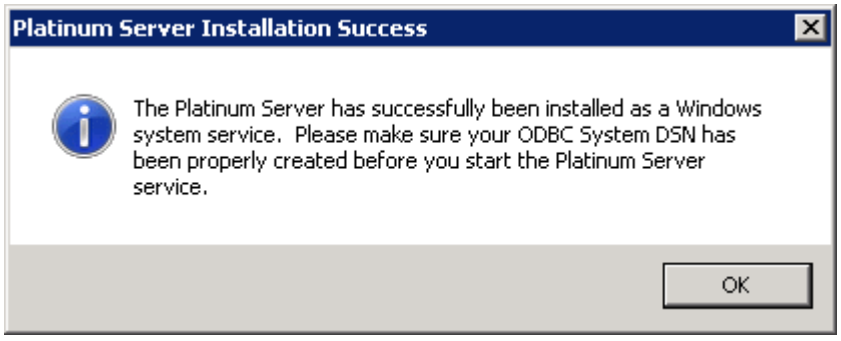
The Setup Wizard is now displayed:

- Enter the DSN name from the DSN creation step above. This should be a string in the form "DSN=*NAME*". UID and PWD are only required if they weren't previously saved in the DSN name creation.
- The Node ID is 100 by default. This only needs to be changed in Multi-server installations and is outside the scope of this document. Please reference the Multi-Server Admin Guide for more details.
- Hostname or IP defaults to 0.0.0.0. By using all zeros, the Platinum Server will listen on all IP interfaces. If for security reasons this isn't acceptable, set the IP address of the interface to listen on.
- Port defaults to 3000. Usually this is ok, but if the server already has a process listening on 3000, or there are network conditions preventing traffic on 3000, it can be changed. Be sure to note this change during the Platinum Client connection attempts.
- Check the necessary options for TTS, Dialogic, and Windows Service

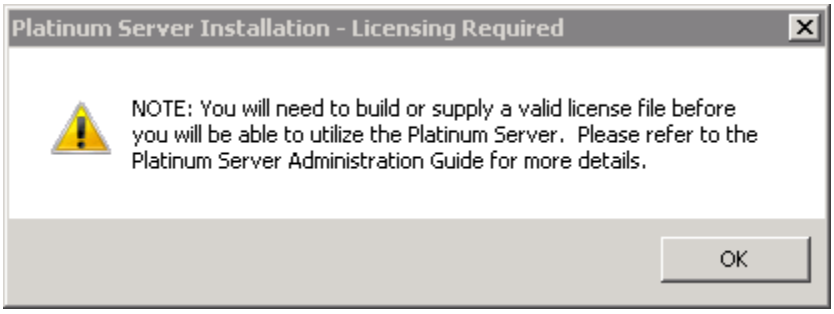
Tap "Ok"



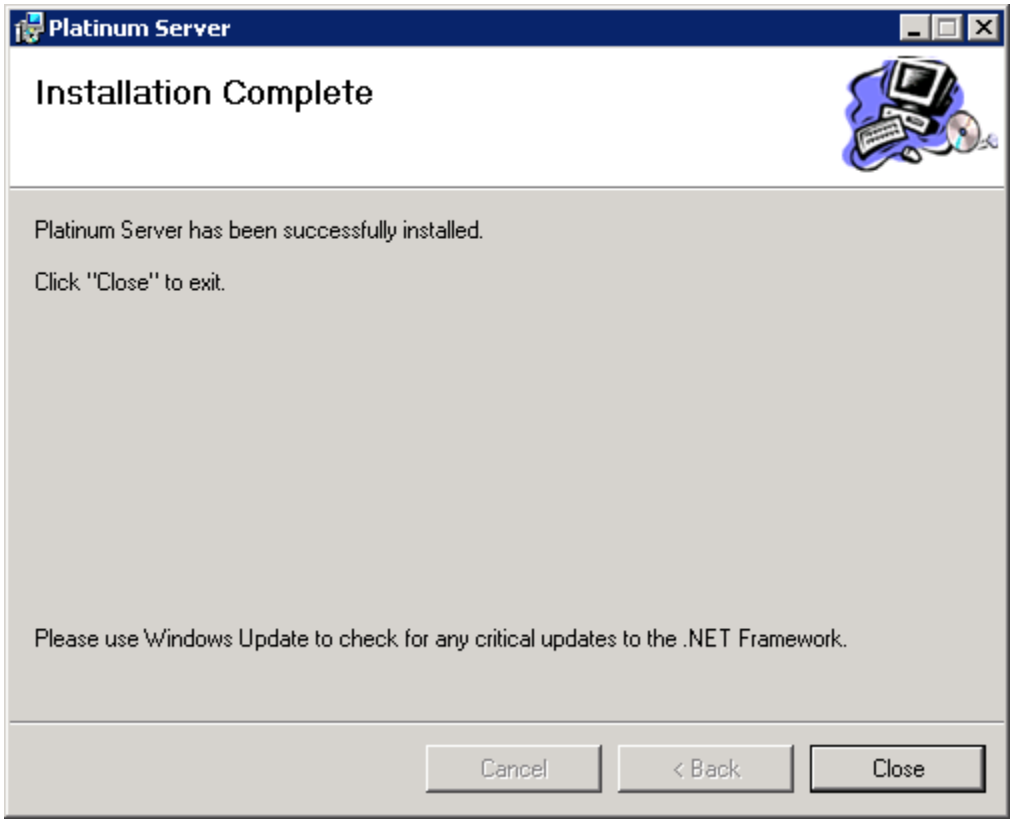
You will be notified that the System service has been created and that the System DSN is now required. Tap "OK".



You will be warned that an valid license file is required. Tap "OK".



Installation is now complete. Tap “Close”.



The Platinum Server installer application will create the directories and install the various EXE and DLL files required by the software. This installer will also setup the Platinum Server, and will present the user with forms to select the DSN and phone lines to be used by the Platinum Server. After the installer is completed, you will need to start the service using the Control Panel services applet, or by running the Platinum Server from the command line (see the section entitled “Platinum Server Command Line Options” for more information on running Platinum Server from the console window).

Platinum Server file manifest:

DR2000P.exe	Server executable
awUtils.DLL	Utility module
LogMan.DLL	logging manager
wav2bin.DLL	WAV file utility routines
AWCommRes.DLL	communications resources manager
AWDevHAR.DLL	Digital HAR device module
AWDevAHAR.DLL	Analog HAR device module
awDevMTK.DLL	Metretek Beacon device module
awDevRC200.DLL	RC200 beacon device module
awDevAP55.DLL	AP55 HAR device module
awDevPGR.DLL	Pager beacon device module
awDevIBoot.DLL	iBoot beacon device module
awDevSSI.DLL	SSI sensor device module
awDevWebCtl.dll	Control By Web device module
NuanceTTS.DLL	Text-To-Speech Interface module
AwClientInterface.DLL	Client API module
msvcrt.dll	Microsoft runtime
msvcp60.dll	Microsoft runtime
rssoloapi.dll	Nuance RealSpeak API module
combrk.dll	Nuance RealSpeak module
comrsrc.dll	Nuance RealSpeak module
invisiAPI.DLL	Metretek Modem control module
DR2000P.ini	configuration file (see the Platinum Server User's Guide)
readme.txt	Readme file showing version information

The Platinum Server must be licensed before you will be able to successfully run it. See the "Licensing Your Platinum Server" section of this document for more information.

LICENSING PLATINUM SERVER

Once installed, the Platinum Server licensing must be setup for the service to be able to start successfully. Typically, license files are generated by M. H. Corbin and distributed to the customer during installation bypassing the need to use the command line licensing tool.

The license file used by the platinum server governs the licensing mode under which the Platinum Server will operate. Platinum Server can be licensed with regards to the following capabilities:

Client Connections	limits the number of concurrently connected clients the server will allow.
Server Connections	limits the number of server-to-server connections which are allowed.
Allowed server list	limits which servers a server can connect to.
Start Date	limits the date when the server is allowed to run
Stop Date	limits the date when the server is allowed to run
Server Version	limits the version of the server that can be run on this machine
Automated Operations Manager	enables/disables AO Manger

By default, none of the above capabilities are enabled, so you must license the server before you will be able to operate it.

Licensing procedure works the following way: after Platinum Server installation start platinum server from the command line with the command line parameter GenerateID. Platinum Server will generate a new installation ID, will encode it and will print it in the console window. Normally customer would contact M. H. Corbin with this encoded installation ID and would get a new license file (server.lic). However, manual licensing can be done using the License.exe command line tool, which is included in one of the ZIP files that can be downloaded from the website. NOTE: The user must know License.exe password to be able to create a license file.

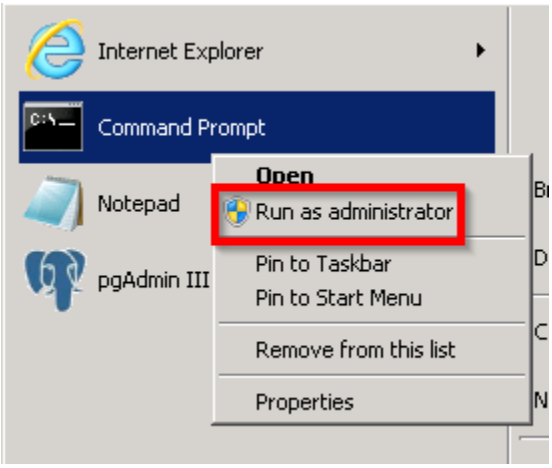
Running the license.exe tool with no parameters will initiate an interactive mode session whereby the user is queried for the licensing capabilities which the installer would like to use. License.exe will ask for installation ID first. You must provide the same string that was generated by the Platinum Server. Also note that copying installation ID from the console window appends additional line feed characters. So paste this string into the text editor (such as Notepad) first, remove all line feeds and provide the latter version of the string to the License.exe.

When asked for licensing capabilities entering a value of “NA” will enable the server to run with no limitations for the capability being queried.

Running the license.exe tool with the /? command line parameter will print out series of help instructions on the tool’s operation.

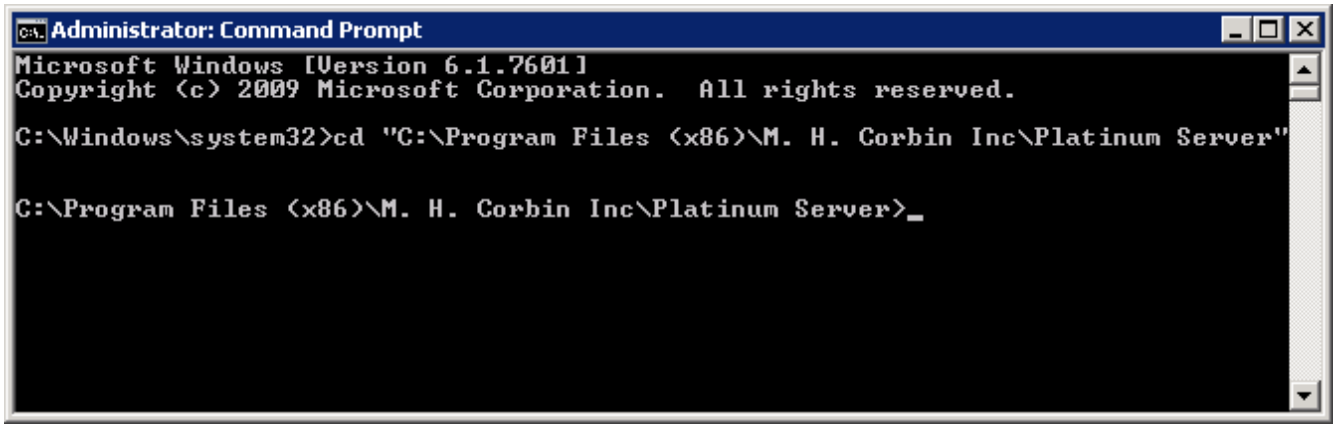
Creating the ID file

Locate the Command Prompt icon in the start menu and right-click on it. A menu will be presented with options, tap on “Run as Administrator”. This will ensure that the user is granted administrative privileges required for the ID file creation.



Change the directory to the Platinum server application by issuing the command:

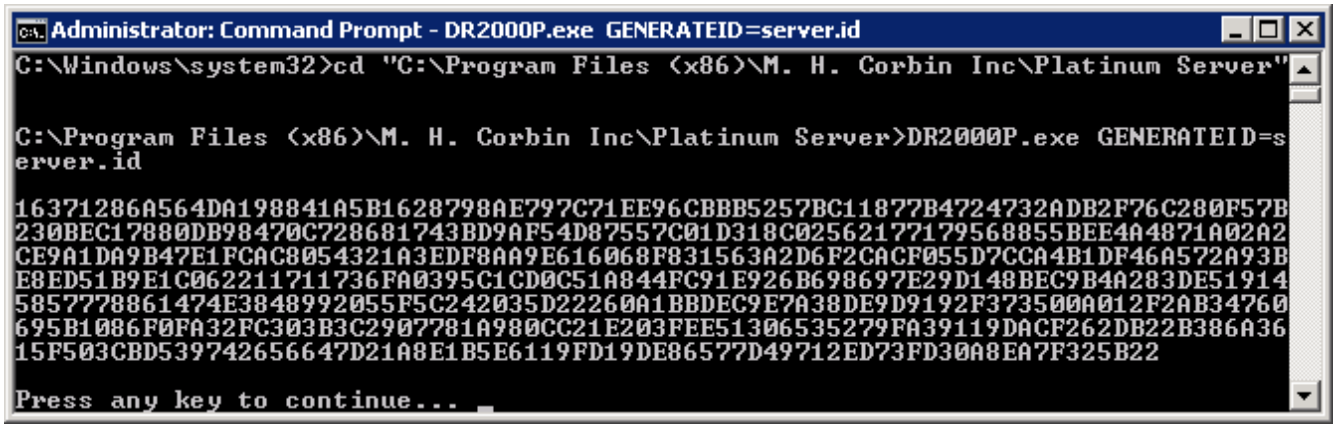
- `cd “C:\Program Files (x86)\M. H. Corbin Inc\Platinum Server\”`



Generate the server ID file by issuing the command:

- `DR2000p.exe GENERATEID=server.id`

You will see a big string of characters output



Now, email the server.id file to M. H. Corbin (support@mhcorbin.com) for license file creation. You will be returned a file named “server.lic” which should be placed into this same Server installation directory.

```
C:\Program Files (x86)\M. H. Corbin Inc\Platinum Server\server.id
```

THE PLATINUM SERVER CONFIGURATION FILE

The platinum server ZIP file contains a default DR2000p.ini file which requires editing to be functional. This file will need to be updated to include the DSN created above, as well as to include several other critical settings that are not pre-configured.

Platinum Server reads this configuration file upon startup to retrieve system settings for the communications, database, log, and remote connection components. This file can reside anywhere on the computer where the Platinum Server is running, but must be accessible by the server. The server finds this file by using the command line option ***INI=…*** (see below).

Example Configuration File:

(note, not all INI options are in this example)

```
[Logging]
LogFileDirectory=c:\platinum\logs
LoggingLevel=Normal
CommunicationsMgr=Normal
RoutingMgr=Off
AlertMgr=Off
LibraryMgr=Off
DeviceMgr=Normal
NotificationMgr=Off
ResourceMgr=Off

[Communications]
ListenerHost=192.168.1.10
ListenerPort=3000
NumWorkerThreads=5
DynamicWorkerThreads=1
ScriptFileDirectory= c:\platinum\scriptfiles
```

```
[TextToSpeech]
DLLModuleName=c:\platinum\NuanceTTS.dll
NuanceInstallDir=c:\program files\scansoft\realspeaksolov4
Normalize_dbFS=-12

[RemoteNodes]
;Add one line per connection, format is
"Name=Host:Port,SendTimeoutInMS,ReceiveTimeoutInMS"
;MainServer=SRVR:3100,10000,5000

[DB]
ConnectStr=DSN=Platinum
NumThreads=3
EnableCleanup=0
CleanupRecurrence=01:00:00:00
MaxScheduleAge=07:00:00:00
MaxAuditLogAge=30:00:00:00
MaxParamLogAge=30:00:00:00

[General]
ControlledShutdown=0
DevDrvDirectory=
LastFgndScheduleExecuted=221

[Node]
ID=1

[COMMRES_TCP]
Library=c:\windows\system32\awCommRes.DLL
```

```
     [COMMRES_DialDTMF]
     Library=c:\windows\system32\awCommRes.DLL
     WaitBeforeReusingInMS=5000
     DTMFDuration=150
     DTMFSpacing=150
     Type=TAPI
     Line1=8
     Line2=9

     [ENUM_COMMRES_DialDTMF_TAPI]
     LineNumber_03=RAS VPN Line 0 (VPN)
     LineNumber_04=WAN Miniport (L2TP) (NDPROXY)
     LineNumber_05=LPT1T (NDPROXY)
     LineNumber_07=H323 Line (Microsoft H.323 Telephony Service
Provider)

     [ENUM_COMMRES_DialDTMF_DIVA]
     LineNumber_00=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn1
     LineNumber_01=Dialogic Diva UM-Analog-2 PCI v1 Dev1 Chn2

     [COMPATIBILITY]
     GUIVersionMandatoryBar=1.0.26
     GUIVersionLatest=1.0.26
     GUIDownloadURL=http://www.intellizone.us/platinum
```

CONFIG FILE SETTINGS

[LOGGING]

Settings for the Platinum Server log file.

Name	Description
LogFileDirectory	Specifies the path of the directory where the log files will be created. Default is current application directory.
LoggingLevel	Specifies the default logging level of all the server components. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS** Each level will cause more details to be sent to the log file.
CommunicationsMgr	Specifies a logging level for the communications manager server component. If not present, the default logging level (see above) will be used. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS**
RoutingMgr	Specifies a logging level for the routing manager server component. If not present, the default logging level (see above) will be used. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS**
AlertMgr	Specifies a logging level for the alert manager server component. If not present, the default logging level (see above) will be used. Values

	can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS**
LibraryMgr	Specifies a logging level for the alert manager server component. If not present, the default logging level (see above) will be used. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS**
DeviceMgr	Specifies a logging level for the alert manager server component. If not present, the default logging level (see above) will be used. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS**
NotificationMgr	Specifies a logging level for the alert manager server component. If not present, the default logging level (see above) will be used. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS**
ResourceMgr	Specifies a logging level for the alert manager server component. If not present, the default logging level (see above) will be used. Values can be: • **OFF** • **NORMAL**

	• **VERBOSE** • **FUNCTIONCALLS**

[COMMUNICATIONS]

Settings for the communications server.

Name	Description
ListenerHost	Specifies the IP address or host name of the current computer which will be used to create the listening socket on. Default is 127.0.0.1
ListenerPort	Specifies the port number (1 – 65535) for the listening socket. Default is 8080.
NumWorkerThreads	Specifies the number of communications worker threads to be created upon startup. From 1 to 20 threads can be specified. Default is 5.
DynamicWorkerThreads	Specifies whether or not the communications server can create additional worker threads to accommodate higher workloads. Values of 1 (yes) or zero (no) are allowed. Default is 1.
ScriptFileDirectory	Specifies the path of the directory where the communications server script files will be created. Default is current application directory. These script files are logs of all communications activity to and from connected clients.
Tracing	Specifies that the server should create a low level trace file for all communications. Each connection will generate a separate file which will be created in the same directory as the platinum server binary and will have a name consisting of the {UserName}.{ComputerName}.log for user connections, or {NodeID}.{NodeName}.log for server connections. This is intended for diagnostics. Changes to this setting are effective immediately without restarting.

[REMOTENODES]

This section is slightly different than all other sections. Each entry represents a remote platinum server with which this server should create an outbound connection to. The name entry used below can be anything you wish to call it, however the connection information following the name must be correct.

Name	Description
{Name}	A name for the remote node which this line connects to. This can be any name you wish to assign the remote node, and is only used for identification purposes within this configuration file. The value of the name must be in the following format: **Host:Port,SendTimeout,ReceiveTimeout** Changes in this section of the config file will be picked up live by the server during runtime. New lines will be connected to, and removed lines will be disconnected from.

Example:

```
[RemoteNodes]
Server1=192.168.1.10:8080,5000,5000
Server2=192.168.1.11:8080,7000,7000
```

[DB]

Database settings.

Name	Description
ConnectStr	DSN connection string. Must be a valid ODBC DSN. There is no

	default setting.
NumThreads	Number of database worker threads to create and use. Default is 1. Values can be between 1 and 20. Higher values will improve response times if many users are concurrently connected.
EnableCleanup	Enables the cleanup of the database schedule and media tables of unused items. Default is 0 (disabled).
CleanupRecurrence	{days}:{hours}:{minutes}:{seconds} Specifies the database cleanup recurrence schedule. Default is 01:00:00:00 (1 day).
MaxScheduleAge	{days}:{hours}:{minutes}:{seconds} Specifies the maximum age of an expired schedule before it will be removed. Default is 07:00:00:00 (7 days).
MaxAuditLogAge	{days}:{hours}:{minutes}:{seconds} Specifies the maximum age of the audit log entry before it is removed. Default is 30:00:00:00 (30 days).
MaxParamLogAge	{days}:{hours}:{minutes}:{seconds} Specifies the maximum age of the device parameter log entry before it is removed. Default is 30:00:00:00 (30 days).
MaxDeviceMediaLogAge	{days}:{hours}:{minutes}:{seconds} Specifies the maximum age of the device media log entry before it is removed. Default is 30:00:00:00 (30 days).

[NODE]

Server instance settings.

Name	Description
ID	The Node ID of this instance of the Platinum Server. This must be set to the same value that is contained in the Platinum Server Database Node table.

[COMMRES_TCP]

TCP Communications resource server settings.

Name	Description
Library	Specifies the full DLL filename/path for the awCommRes.DLL file for TCP operations. NOTE: this DLL is usually also used for the analog phone line resource setting (see below).
MaxAvailable	Specifies maximum number of sockets available for the server to use. Default value is 1000.
WaitBeforeReusingInMS	Number of milliseconds to wait before reusing a socket. Default value is 0. NOTE: Resource Manager reuses communication resources in the FIFO (first in first out) order. If this value is set and the next socket available would have to wait before being reused, ResourceMgr will create a new socket. If total number of sockets created reaches MaxAvailable (see above) ResourceMgr will wait before returning the next available socket to the device driver.

[COMMRES_DIALDTMF]

Dialup Communications resource server settings.

Name	Description
Library	Specifies the full DLL filename/path for the awCommRes.DLL file for dialup operations. NOTE: this DLL is usually also used for the TCP resource setting (see above).
WaitBeforeReusingInMS	Number of milliseconds to wait before reusing a phone line. Default value is 5000 (5 seconds).
DTMFDuration	DTMF tone duration in milliseconds. Default value is 150. This is a system-wide setting that affects all lines of the telephony device
DTMFSpacing	Pause between DTMF tones in milliseconds. Default value is 150. This is a system-wide setting that affects all lines of the telephony device
Type	Specifies what type phone line resource to use when calling analog DTMF devices. Possible values are TAPI and DIVA. The default value is TAPI.

	When TAPI resource type is specified the server will use line devices from the ENUM_COMMRES_DialDTMF_TAPI section. When DIVA resource type is specified the server will use line devices from the ENUM_COMMRES_DialDTMF_DIVA section. **Note**: Dialogic TAPI lines can only be used on a 32-bit OS thus use Dialogic DIVA lines on 64-bit systems.
Line1	Specifies the first line from the [ENUM_COMMRES_DialDTMF] section which is to be used by Platinum Server for dialup calls.
Line2	Specifies the second line from the [ENUM_COMMRES_DialDTMF] section which is to be used by Platinum Server for dialup calls.
LineX	Same as above for each additional phone line. Platinum Server will not use lines that are not assigned in this section for making outbound analog phone calls.

[ENUM_COMMRES_DIALDTMF_TAPI]

Contains a listing of the available TAPI phone line resources found on the computer. Each line in this section contains a phone resource that can be assigned to the Platinum Server in the COMMRES_DialDTMF section (see above) when resource type specified is TAPI. This section of the configuration file is created each time the server is restarted. Do not attempt to edit this section as you changes will be erased upon the next restart of the server.

Name	Description
LineNumber_xx	Specifies a line number (xx) of a dialup phone resource. NOTE: Not all resources listed here are capable of placing analog phone calls!

[ENUM_COMMRES_DIALDTMF_DIVA]

Contains a listing of the available DIVA phone line resources found on the computer. Each line in this section contains a phone resource that can be assigned to the Platinum Server in the COMMRES_DialDTMF section (see above) when resource type specified is DIVA. This section of the configuration file is created each time the server is restarted. Do not attempt to edit this section as you changes will be erased upon the next restart of the server.

Name	Description
LineNumber_xx	Specifies a line number (xx) of a dialup phone resource. NOTE: Not all resources listed here are capable of placing analog phone calls!

[GENERAL]

Contains general server settings.

Name	Description
ControlledShutdown	This setting is written out by the Platinum Server to determine if the previous restart was abnormal or not. Do not edit this setting.
DevDrvDirectory	Specifies the path where the device module DLLs reside. Default is the current server application path. You only need to change this setting when you install the device module drivers in a different directory than the platinum server executable.
LastFgndScheduleExecuted	This is a setting written to the INI file by the server. It holds the ID of the last foreground schedule executed. Users do not need to modify (add/edit/remove) this setting.
OperationsLogSize	This setting controls the size of operations log on the server. When Platinum Client connects to the server it retrieves operations log from the server and displays this information in the Log window. Thus this setting controls initial number of items that get loaded into the Log window.
StrTblFile	Specifies the path and the name of the file for string resources. Default value is not set. String resource file is used for localization of Platinum Server.
StrTblFileTimeStamp	This setting is set by the Platinum Server whenever string resource file is used. It keeps track of changes in the file that cause re-initialization of the device parameter information in the database.
LicenseFile	Specifies fully qualified path to the license file to use. Note that multiple server instances on the same machine are allowed as long as they use different license files.

[TEXTTOSPEECH]

Contains Text-To-Speech module settings. More settings may created in the future to accommodate other vendor's Text To Speech engines.

Name	Description
DLLModuleName	Specifies the path where the Platinum Server text-to-speech module DLL resides (NuanceTTS.DLL). If this setting is not present, no TTS module will be loaded.
NuanceInstallDir	Specifies the path where the Nuance TTS install resides. This setting is only used when the Nuance TTS module is installed.
NuanceDictionary	Specifies the path/filename of the Nuance dictionary file to use when performing TTS operations. The dictionary file is used to customize the pronunciation of words and symbols. If not specified (the default), then no dictionary will be loaded.
Normalize_dbFS	Specifies normalization power level of TTS generated audio files with the reference being full scale value (127 for 8 bit audio and 32767 for 16 bit audio). Default value is -12. In order to make TTS generated files louder increase this value (e.g. -9) but do not exceed 0. dbFS stands for dB Full Scale.

[COMPATIBILITY]

Contains client/server version compatibility information. NOTE: compatibility check is done entirely by the client.

Name	Description
GUIVersionMandatoryBar	Specifies the oldest (minimum) client version required to properly work with this version of the server. If the client with the version number smaller than this setting connects to the server it should prompt user about mandatory upgrade and should not send any other requests to the server.
GUIVersionLatest	Specified the latest known version of the client. If upon connecting to the server client detects that its version is older than the value specified in this setting it will prompt user about optional upgrade.
GUIDownloadURL	Specifies the URL where the latest version of the client software

	can be downloaded.

[ALERTS]

Contains information required by the Alert Manager for sending email notifications.

Name	Description
TimerIntervalMS	Specifies the time interval (in Milliseconds) between checks for alert conditions. The default is 10000 (10 seconds).
SMTPHost	The SMTP host name or IP. The default is an empty string, which will disable any alerts from being sent.
SMTPPort	The SMTP port number. The default is 0, which will disable any alerts from being sent.
SMTPUser	The SMTP user name to use when connecting to the SMTP server.
SMTPPassword	The user password for the SMTP user name.
SMTPFrom	The from address to use when sending the notification.

[AUTOMATEDOPERATIONS]

Contains information required by the Automated Operations Manager.

Name	Description
TimerIntervalMS	Specifies the time interval (in Milliseconds) between checks for automated operations. The default is 10000 (10 seconds).
ScriptingEngine	Path and name of the scripting engine DLL. This is an optional parameter. AOMgr will run automated operations only when this value is specified.

PLATINUM SERVER COMMAND LINE OPTIONS

The Platinum Server executable, DR2000P.exe, can be run from the command line. It supports the following command line flags:

Option Name	Description
HELP or **H**	Prints command line help information
INSTALL	Installs the executable as a service in the NT service list, using the command line options specified. Can be combined with the START flag.
REMOVE	Removes the executable from the NT service list. Will also stop the service if it is running. Can be combined with the STOP flag.
START	Starts the service. The service must have been installed for this command to work.
STOP	Stops the service. The service must have been installed for this command to work.
CONSOLE	Runs the executable as a console application (i.e. within a command window).
DUMPTAPI	Outputs TAPI line information to configuration file.
DEPENDENCIES=…	Sets the service dependency list to the services specified. Ie, DEPENDENCIES=MySQL|Dialogic would set the Platinum Server to be dependent on the MySQL and Dialogic services.
GENERATEID=…	Creates a licensing ID string. This string is placed into the file name specified after the = sign. Ie, GENERATEID=c:\id.txt If the = sign is not present, the ID is printed into the console window.

```
Examples:


DR2000P INSTALL START INI=c:\windows\dr2000p.ini
DR2000P CONSOLE INI=c:\windows\dr2000p.ini
```

Additionally, the following name/value pairs can be specified on the command line. Any name/value pairs defined on the command line will override corresponding values specified in the configuration file. Only the INI setting is required to be present:

Name=Value	Description
Name={value}	Specifies the value of the service name to use
Dependencies	Specifies the '|' separated list of service dependencies, e.g. Dependencies="MySQL|Dialogic|MSSQL". Note that you have to use quotes around this value since command prompt window will interpret '|' as pipe command. This value is used only in conjunction with INSTALL command line flag.
INI={path/file}	Specifies the path/filename of the configuration file which this instance of Platinum Server should use. The default is to look for DR2000p.ini in the same directory as the executable resides.
LoggingLevel={value}	Specifies the logging level. Values can be: • **OFF** • **NORMAL** • **VERBOSE** • **FUNCTIONCALLS** Each level will cause more details to be sent to the log file.
ListenerHost={value}	Specifies the value of the host name or IP for which the service will listen for request. Default value is 127.0.0.1
ListenerPort={value}	Specifies the Port number for listening/receiving connections. Valid values are 1-65534. Default value is 8080.
LogFileDirectory={path}	Specifies the path to the directory where Platinum Server will create all log files.
Delay={value}	Specifies startup delay in milliseconds. This value is primarily used by the pilot service when restarting main Platinum Server.
DumpStrTbl={path/file}	Forces Platinum Server to output string literals to an external string table file specified by {path/file}. This can be used for product localization or for customizing error/info messages, device parameter names and descriptions or SQL statements.
GenerateID={path/file}	Specifies path and name of the file to write installation ID to. In addition to writing newly generated installation ID to the file it also

	prints this ID to the console window.

```
                        Examples:


DR2000P CONSOLE INI=c:\windows\dr2000p.ini
DR2000P CONSOLE LogFileDirectory=c:\ LoggingLevel=VERBOSE
```

TEXT TO SPEECH

NUANCE REALSPEAK SOLO V4.0

Installation of the Text-To-Speech engine from Nuance involves purchasing a license for each voice pack you wish to install. Each voice is automatically picked up by the Platinum Server NuanceTTS module and made available for TTS conversion operations.

Install the Nuance TTS Modules by inserting the Nuance CDs into the server's CDROM drive and following the installation instructions (setup.exe). Install the Engine first, followed by each Voice pack.

After the Nuance RS4.0 product and voice packs are installed, you will need to modify the Platinum Server configuration file and create/update the following section:

[TextToSpeech]

DLLModuleName={path\filename of the NuanceTTS.DLL file}

NuanceInstallDir={path to Nuance/ScanSoft RealSpeakSolo install directory}

NuanceDictionary={ path to Nuance Dictionary File (optional)}

On 64-bit machines, the path to the installation directory needs to be updated to include the "(x86)" in "Program Files"

```
NuanceInstallDir=c:\program files (x86)\scansoft\realspeaksolov4
NuanceDictionary=C:\Program Files (x86)\ScanSoft\RealSpeakSolov4\...\American English.bdc
```

Modifications to this configuration section require a Platinum Server restart to before they will be effective.

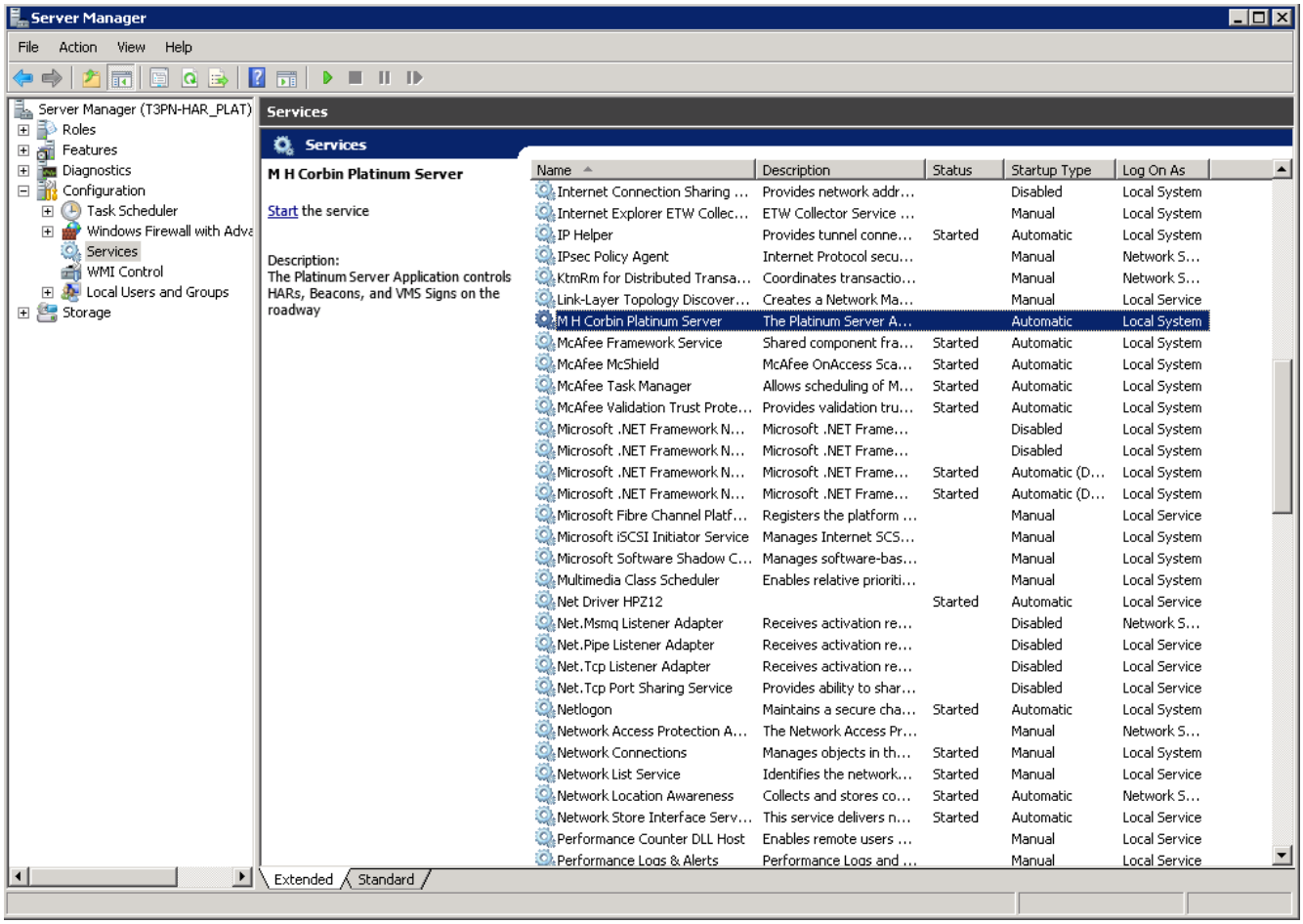
CUSTOMIZING THE TTS DICTIONARY

The TTS engine can be customized by creating a dictionary file, which specifies how specific words and phrases are to be pronounced. This can be especially useful if the existing pronunciation for a city name, or a highway name, is not acceptable. The dictionary can be used to customize this pronunciation so that it will always be done according to user preferences. Please contact M. H. Corbin technical support for more details.

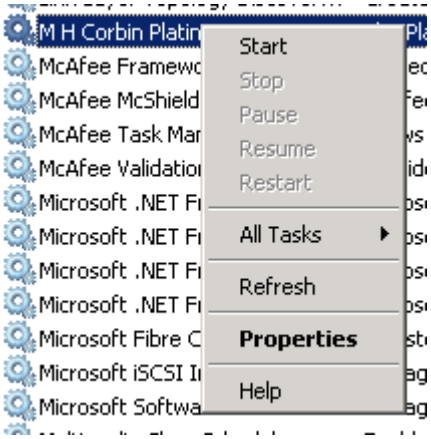
STARTING THE SERVICE EXECUTABLE

Once all of the database, TTS, server, and client applications have all been installed, it's time to start the service process.

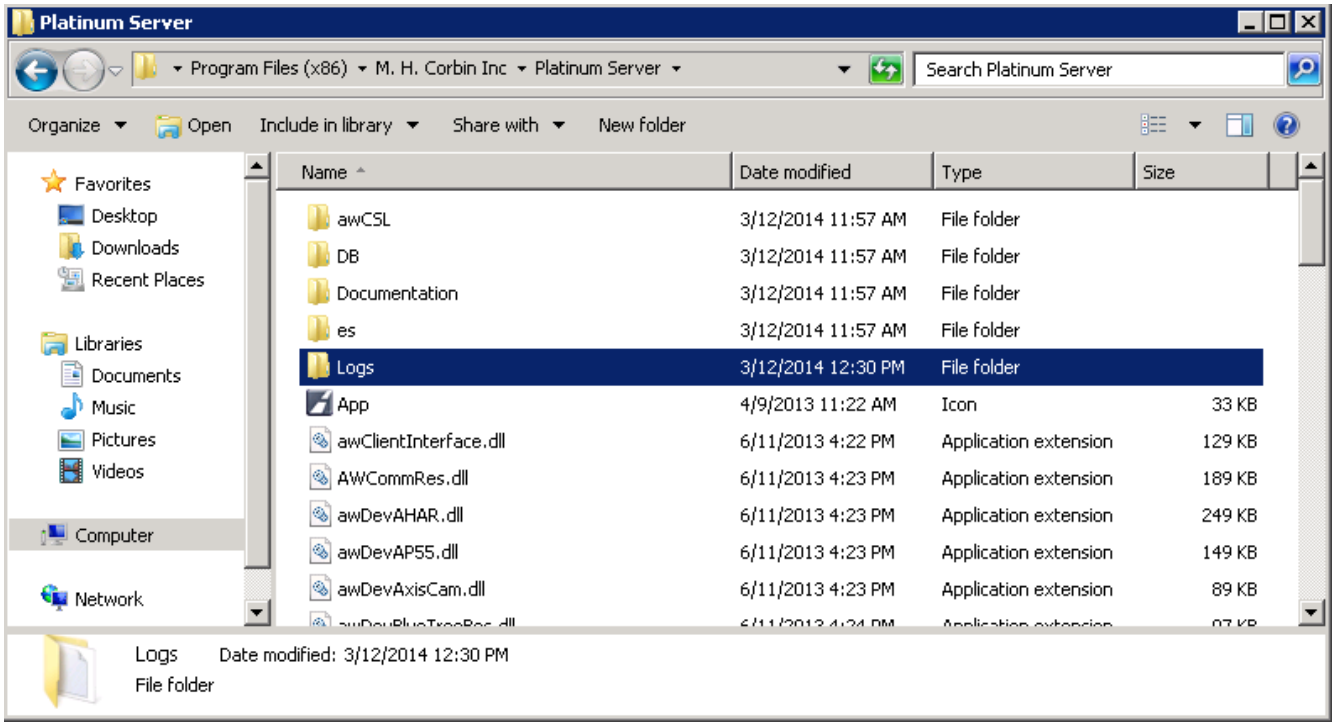
Open the Windows Services Control Panel. Scroll down to the "M. H. Corbin Platinum Server".



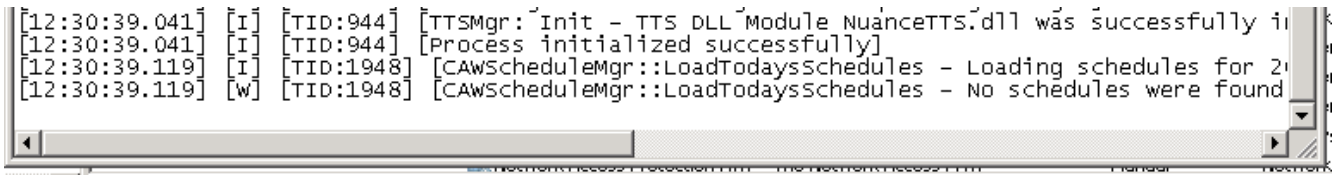
Right Click on the service name and tap "Start".



Watch the status to see if it becomes “Started”. In either case, check the log files. To do this, go back to windows explorer and navigate to the Server installation directory. Look for the “Logs” folder.



Open the latest log file and scroll to the bottom. If everything went well, you’ll see “No schedules were found for today”



If instead there is an error, and it's not self-explanatory, contact M. H. Corbin support (support@mhcorbin.com) for assistance.