

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

ltem	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:

Confidential

- 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:

elect Components Choose the components Setup will install.	
Colect the components you want to install, and clear	
install.	Description Select this option if you will be using Intel® telecom boards. This option installs the device drivers, firmware, parameters, and other files needed to execute an application that uses supported Intel telecom boards.
r Space Required on C: 443992 Space Available on C: 8263300 IIShield	!К К
(C)(C)(C)	Back <u>N</u> ext> Cance

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:

Custom Component Selection	×
Select the components you want to install by placing check marks in adjacent boxes: Dialogic Drivers, Firmware & Configuration Files 20.0 MB Dialogic Development SDK 1.0 MB Sample Programs 20.0 MB Online Documentation 4.0 MB Deriorance Counters for Win NT Perf. Monitor 1.0 MB SDN Package 5.0 MB GlobalCall API Package 5.0 MB DM3 65.0 MB DM3 65.0 MB GDK 4.0 MB DM3 65.0 MB GDK 4.0 MB	
(Pack Neut) Careel	
< <u>B</u> ack <u>N</u> ext> Cancel	I

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:

om Disk	>
Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	ОК
	Cancel
Copy manufacturer's files from:	
C:\Program Eiles\Dialogic\lib	Browse
	om Disk Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below. Copy manufacturer's files from:

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:

alogic wave priver configuration	
Number of Channels 4	Turn AGC off
Receive buffer threshold	OK
8192	Cancel
	A COMPANY OF A COMPANY OF A COMPANY

FIGURE 8 - DIALOGIC WAVE DRIVER CONFIGURATION

- 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:

Dialogic TSP Conf	iguration	x
Channel	Channel Properties	ОК
dxxxB1C1 dxxxB1C2 dxxxB1C3	Phone Number	Cancel
dxxxB1C4	0000	Detect Boards
	Name	Advanced
	Analog Line	
		About

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):

Configuration Service	×
Board Parameters Call Parameters	Disc tone 1 Disc tone 2 Fax tone 1 Beep tone PBX strings
Board Parameters Call Parameters Configuration Custom Minimal LCOFF 50 Min time ring detect 3 Min time end ring 5 Ringback Timeout 700 ✓ Enable Perfect Call Description The maximum lenght of silence before the call progress analysis the reason CR_NORB. 10 ms u	Wait for answer (rings) 10 Report incoming call 2 Max wait between rings 80 Call progress analysis flags DX_PVDOPTNOCON(6)
Maps directly to ca_cnosig in D Dialogic Voice Software referen	<_CAP. See
	OK Cancel Save as text

FIGURE 10 - CALL PARAMETERS



- 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:

Confidential

- 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:





STEP 2 - INSTALL THE INTEL DIALOGIC® DIVA SR 8.5.9 SOFTWARE AND DRIVERS

• 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:

🔒 Dialogic(R) Diva(R) Setup		×
Default Analog Switch Typ Select the default analog s	je witch type.	Dialogic
The default switch type configu If you want to keep an existing configuration' checkbox. The s Diva Configuration Manager.	ration selects the same switch type for switch type configuration, check the 'U witch type and additional parameters ca infiguration	all analog boards. se existing switch type an be changed later in the
Analog <u>S</u> witch type:	USA / Canada	
	< <u>B</u> ack	<u>N</u> ext > Cancel

FIGURE 13 - DIALOGIC DIVA SR 8.5.9 COUNTRY SELECTION

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

🛃 Dialogic(R) Diva(R) Setup	×
Installation Mode Select the installation mode.	Dialogic
All Diva Media Boards support various interfaces and services. Depending on the requirements for the system, specific services can be pre-installed.	
Default installation: Diva API/CAPI will be installed.	
 <u>Customized installation: Specify services which should be installed</u> <u>Secure installation: Exclude specific services from installation and configuration</u>. 	
< <u>B</u> ack <u>N</u> ext >	Cancel

FIGURE 14 - DIALOGIC DIVA SR 8.5.9 SETUP MODE SELECTION

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

😓 Dialogic(R) Diva(R) Setup		×
Service and Interface Selection Select the services and interfaces to install.	Dialogic	
Select the services you need for your system. For each servi shown as tool tip.	ice or interface, application scenarios are	
Eemote Access Service (RAS)		
☑ Diva API/CAPI		
▼ TAPI Service Provider for audio streaming		
Modem based on virtual COM port and TAPI (Unimoden	n)	
	< <u>B</u> ack <u>N</u> ext>	Cancel

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:

提 Dialogic(R) Diva(R) Setup	×
Incoming Call Policy Select the incoming call policy for each selected se	rvice. Dialogic.
Incoming calls may be signaled to services and applie services below you can specify whether and how inco these services incoming calls may be restricted to an	cations. For each of the listed and activated ming calls should be processed. For some of alog or digital calls only.
<u>B</u> emote Access Service (RAS):	Y
Diva API/CAPI:	Do not accept calls
<u>TAPI</u> Service provider for audio streaming:	Do not accept calls
Modem based on virtual COM port:	Y
	< <u>B</u> ack <u>N</u> ext> Cancel

FIGURE 16 - DIALOGIC DIVA SR 8.5.9 INCOMING CALL POLICY SELECTION

• Click Next button:

🔒 Dialogic(R) Diva(R) Setup	×
WIBU-KEY software Select the WIBU-KEY software installation.	Dialogic
If you want to use your Diva software with a WIBU-KEY also needs to be installed. If the software is not yet installed, check the box below WIBU-KEY software.	′ (hardware dongle), the WIBU-KEY software and Dialogic(R) Diva(R) Setup will install the
Install WIBU-KEY software	
	< <u>B</u> ack <u>N</u> ext > Cancel

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:

🔒 Dialogic(R) Diva(R) Setup	X
Install Please wait until the installation process is complete.	Dialogic.
Installation is running: Installing Diva System Release software for board 'Dialogic Diva UM-Analog-2 PC	CI v1'
- Rady Meyts	
< Back Mext >	

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:

Copying Files		×
È	<u> С</u>	
MdmEicon.inf To C:\Program Files\Diva Server		
	Cancel	

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**:

Phone and Modem Options	? ×
Dialing Rules Modems Advanced	
The following telephony providers are installed on this compute	er:
Providers:	
Dialogic Diva Telephony Service Provider Microsoft H.323 Telephony Service Provider Microsoft Multicast Conference TAPI Service Provider NDIS Proxy TAPI Service Provider TAPI Kernel-Mode Service Provider Unimodem 5 Service Provider	
Add <u>R</u> emove <u>Configure</u>	
Close Cancel App!	y

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:

Add Provider	l ×
Select the provider you wish to install from the list below, and click Add.	
Telephopu providers:	
Dialogic Diva Telephony Service Provider	
Microsoft® Windows(TM) Remote Service Provider	
	-1

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:

Sounds and	Audio Devices Properties	(
Volume	Sounds Audio Voice Hardware	
Sound	playback	
Ø,	Default device:	
	SoundMAX Digital Audio	
	SoundMAX Digital Audio Diva Wave 0 Diva Wave 1 Diva Wave 1	
- Sound r	recording	
	Default device:	
18	SoundMAX Digital Audio	
	Volume Advanced	
⊢ MIDI mu	usic playback	
₽ ₽ ₽	Default device:	
	Microsoft GS Wavetable SW Synth	
	Volume About	
Use only default devices		
	OK Cancel Apply	j

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:

👰 Active Configuration - Dialogic(R) Diva(R) Configuration Manager		_ 🗆 🗙	
Eile Edit Insert View Too	ols <u>H</u> elp		
🗅 🗃 🖬 👌 🦨 🛃 👌 🕯	?№ ×		
	Property	Value	
	Line Type	Pool of Analog Lines	
Services	Country Selection	USA / Canada	
	Caller ID (CLIP)	Off	
Ŷ	DTMF Collection	Off	
	Number Type	Single Phone Number	
	Phone Number		
UM-Analog Boards	Voice Coding	Protocol Default	
	Encoded Signal Power Limiter	Protocol Default	
Ŷ	Redirecting Number Emulation	Disabled	
	Dial Type	Tone	
	Wait for Dial Tone	Yes	
Lines Analog	Connect Timeout	120	
	Allowed Call Direction	Incoming and Outgoing Calls	
	Rejection of Incoming Calls	Ignoring	
	DTMF Parsing	Off	
	PBX Parameters	Hide	
	Off-Hook Speed	Normal	
	DTMF Clamping	Off	
	Recordina AGC	loff	_
Ready. For more information, p	lease press F1.		1.

FIGURE 27 - DIALOGIC DIVA ANALOG LINE DEFAULT SETTINGS

👰 Active Configuration - Dialogic(R) Diva(R) Configuration Manager			
Eile Edit Insert View Tools Help			
🗅 🗃 🔚 🔥 🖉 🛃 🏊	8 № X		
	Property	Value	
	Line Type	Pool of Analog Lines	
Services	Country Selection	USA / Canada	
	Caller ID (CLIP)	Off	
Ŷ	DTMF Collection	Off	
	Number Type	Single Phone Number	
	Phone Number		
UM-Analog Boards	Voice Coding	Force a-Law	
	Encoded Signal Power Limiter	Protocol Default	
Ŷ	Redirecting Number Emulation	Disabled	
	Dial Type	Tone	
	Wait for Dial Tone	Yes	
Lines Analog	Connect Timeout	120	
	Allowed Call Direction	Incoming and Outgoing Calls	
	Rejection of Incoming Calls	Ignoring	
	DTMF Parsing	Off	
	PBX Parameters	Hide	
	Off-Hook Speed	Normal	
	DTMF Clamping	Off	
<u> </u>	Becording #CC	off V	
Ready. For more information, please press F1.			

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:

Activate Configuration
The configuration is being activated
Plasco weit
Fiedse waii.

FIGURE 29 - DIALOGIC DIVA CONFIGURATION ACTIVATION PROGRESS

Activate Config	uration
	The configuration was activated successfully.
	Press OK to continue.
	OK

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

Confidential

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

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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:

🥵 Setup			
Installation Directory			R
Please specify the directory where PostgreSQL will be insta Installation Directory C:\Program Files\PostgreSQL\9.1	illed.		
BitRock Installer	< Back	Next >	Cancel

FIGURE 32 - SELECT INSTALLATION DIRECTORY

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

🦉 Setup		
Data Directory	1	
Please select a directory under which to store your data. Data Directory \Program Files\PostgreSQL\9.1\data	<u>6</u>	
BitRock Installer	< Back Next > Cano	:el
Figure 33 - Select DA	ATA DIRECTORY	

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

🥵 Setup	
Password	1
Please provide a password for the database superuser (postgres) and service service account already exists in Windows, you must enter the current passw account does not exist, it will be created when you click 'Next'. Password Retype password	e account (postgres). If the word for the account. If the
BitRock Installer	Next > Cancel

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:

🥵 Setup	
Port	1
Please select the port number the server should listen on. Port 5432	
BitRock Installer	<pre></pre>
FIGURE 35 - ENTER PC	ort Number

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



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

🦉 Setup		
Ready to Install		
Setup is now ready to begin installing PostgreSQL on your	computer.	
BitRock Installer		
	<pre> < Back Next > C</pre>	ancel
FIGURE 37 - READ	y to Install	

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

🥵 Setup		
Installing		s an
Please wait while Setup installs PostgreSQL on your compute	er.	
Installing	I	
Unpacking C:\Program []PostgreSQL\9.1\symbols\utf8_ar	nd_iso8859_1.pdb	
BitRock Installer	< Back	Next > Cancel

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:

Confidential



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:

postgresql-9.1 - PostgreSQL	Server 9.1 Properties (Local Comp <mark>?</mark> 🗙			
General Log On Recovery	Dependencies			
Select the computer's response if this service fails.				
<u>F</u> irst failure:	Restart the Service			
Second failure:	Restart the Service			
S <u>u</u> bsequent failures:	Restart the Service			
Reset fail c <u>o</u> unt after:	0 days			
Restart ser <u>v</u> ice after:	0 minutes			
Run program Program:				
Browse				
Command line parameters:				
☐ Append fail count to end of command line (/fail=≈1%)				
Product Computer Defines				
<u>R</u> estart Computer Options				
	UK Lancel <u>Apply</u>			

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 r

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:

🖞 psqlODBC Setup		
End-User License Agreement Please read the following license agreement carefully	QY	
GNU LESSER GENERAL PUBLIC LICENSE Version 2.1, February 1999		
Copyright (C) 1991, 1999 Free Software Foundation, Inc. 59 Temple Place, Suite 330, Boston, MA 02111-1307 USA Everyone is permitted to copy and distribute verbatim copies of this license document, but changing it is not allowed. [This is the first released version of the Lesser GPL. It also counts as the successor of the GNU Library Public License, version 2, hence the version number 2.1.]		
Preamble		
☑ accept the terms in the License Agreement		
<u>Print</u> <u>Back</u> <u>N</u> ext	Cancel	
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:

🏟 pgAdmin III		_ 🗆 🗙
File Edit Plugins View Tools Help		
🖉 🥵 🛍 🖓) 📰 🛃 🌽 🙀 + 🗣 💡	
Object browser X	Properties Statistics Dependencies Dependents	-
E Servers (1)	Property Value	_
PostgreSQL 9.1 (localhost:5432)	Rescription Postgre5QL 9.1	
	Service Service	
	Hostname localhost	
	Host Address	
	SSL C	
	SSL Ke Please enter password for user postgres	
	SSL R, on server PostgreSQL 9.1 (localhost)	-
	Store password	^
	Help <u>OK</u> <u>Cancel</u>	
	•	F
Retrieving details on server localhost Done.		0.00 secs

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:

🧻 New Dat	tabase 🗙
Properties	Definition Variables Privileges SQL
Name	Communication Control
OID	
Owner	postgres 💌
Comment	
Help	<u>O</u> K <u>C</u> ancel
	li.

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:

Create New Data Source	Select a driver for which you want to set up a Name Microsoft Paradox Driver (*.db.) Microsoft Paradox-Treiber (*.db.) Microsoft Text Driver (*.txt; *.csv) Microsoft Text-Treiber (*.txt; *.csv) Microsoft Visual FoxPro-Driver Microsoft Visual FoxPro-Treiber PostgreSQL ANSI PostgreSQL Unicode SQL Server	↓ ▲ ↓ ▲ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓
	< <u>B</u> ack Finish	Cancel

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:

PostgreSQL ANSI ODBC Driver (psql0DBC) Setup				×
<u>D</u> ata Source	CCDSN	Des <u>c</u> ription		
Data <u>b</u> ase	ommunication Control	SS <u>L</u> Mode	disable	•
<u>S</u> erver	localhost	<u>P</u> ort	5432	
<u>U</u> ser Name	postgres	Pass <u>w</u> ord	*****	
C Options				Test
Datasource	Global		- Court	Canad
			Jave	Cancel

FIGURE 52 - DSN PROPERTIES

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

Advanced Options (PostgreSQL30) 2	/2 🗙
Page 1 Page 2	
🔲 <u>R</u> ead Only	☐ Row <u>V</u> ersioning
Show System <u>T</u> ables	Disallow Premature
✓ LF <-> CR/LF conversion	🗖 True is -1
Updatable Cursors	🗖 Server side prepare
🔽 bytea as LO	🔲 use gssapi for GSS request
Int8 As	C varchar C double C int4
Protocol © 7.4+ © 6.4+ © 6.3 © 6.2	C Nop © Transaction C Statement
OID Options	
Connect <u>S</u> ettings:	
OK Cancel	Apply

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.

INCREASING TEXT-TO-SPEECH MESSAGE LENGTH LIMIT

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:

Advanced Options (CCDSN) 1/2	×		
Page 1 Page 2			
Disable Genetic Optimizer	CommLog (C:\psqlodbc_xxxx.log)		
🔽 KSQO(Keyset Query Optimization) 🛛 🔲 Parse Statements			
🔽 Recognize Unique Indexes	🔲 Cancel as FreeStmt (Exp)		
🔲 Use Declare/Fetch	MyLog (C:\mylog_xxxx.log)		
Unknown Sizes © Maximum © Don't Kr	ow C Longest		
Data Type Options ✓ Text as LongVarChar			
Miscellaneous			
Max Varchar: 255 Max L	ongVarChar: 8190		
<u>C</u> ache Size: 100 SysTa	able <u>P</u> refixes: dd_;		
OK Cancel	Apply Defaults		

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:

🕅 pgAdmin III	
<u>File E</u> dit <u>Plugins View T</u> ools <u>H</u> elp	
🎽 🥙 💼 🎭 💿 🔊 🔲	🔜 🖉 🙀 - 🛡 💡
Object browser X	Properties Statistics Dependencies Dependents =
🖻 🖷 📔 PostgreSQL 9.1 (localhost:5432) 📃	
🖻 🤤 Databases (2)	Property value
Extensions (1)	
Extensions (1)	
Collations (0)	
🔥 Domains (0)	Primary key podeid
- 🛷 FTS Configurations (0)	Rows (estimated)
FTS Dictionaries (0)	Fill factor
FTS Parsers (0)	Rows (counted) 1
FTS Templates (0)	Inherits tables No
Functions (0)	🗐 Inherited tables count 0
⊡ Tables (28)	🗐 Unlogged? No
Hadres (20)	🔲 Has OIDs? No
	🗐 System table? No
	Comment
🗄 👘 📅 auditlog	
🗄 📅 📅 automatedoperations	
	501 pape X
	- Tehler nodes
	DROP TABLE nodes;
ti	CREATE TABLE nodes
😥 📅 📅 mediadevicemap	
🗄 🔤 mediadevicemaplog	noderame character varwing(255) NOT WILL DEFAULT ''':character varwing
	nodedesc character varying(255) DEFAULT NULL::character varying,
ter mediaslotmap	insertdescriptor character varying(255) DEFAULT NULL::character varying,
	CONSTRAINT nodes_pkey PRIMARY KEY (nodeid)
Retrieving details on table nodes Done.	0.11 secs

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:

🙀 MySQL Server	• 5.0 - Setup Wizard 🔀
Setup Type Choose the se	tup type that best suits your needs.
Please select a	a setup type.
• Typical	Common program features will be installed. Recommended for general use.
C Complete	e All program features will be installed. (Requires the most disk space.)
C Custom	Choose which program features you want installed and where they will be installed. Recommended for advanced users.
	< Back Next > Cancel

FIGURE 57 - TYPICAL INSTALLATION

Click Install button:

🛃 MySQL Server 5.0 - Setup Wizard 🛛 🛛 🔀
Ready to Install the Program Image: Constallation installation installation. The wizard is ready to begin installation. Image: Constallation installation installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard. Current Settings:
Setup Type: Typical Destination Folder: C:\Program Files\MySQL\MySQL Server 5.0\
< <u>B</u> ack Install Cancel

FIGURE 58 - INSTALLATION SUMMARY

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

🙀 MySQL Se	erver 5.0 - Setup Wizard	
Installing The prog	MySQL Server 5.0 ram features you selected are being installed.	\bigcirc
ı,	Please wait while the Setup Wizard installs MySQL Server 5.0. This may take several minutes. Status:	
	< <u>B</u> ack <u>N</u> ext >	ncel

FIGURE 59 - TYPICAL INSTALLATION

Choose Skip Sign-Up and click Next button:

MySQL.com Sign Up - Setup Wizard	×	
MySQL.com Sign-Up Login or create a new MySQL.com account.		
Please log in or select the option to create a new account.		
C Create a new free MySQL.com account		
If you do not yet have a MySQL.com account, select this option and complete the following three steps.		
C Login to MySQL.com		
Select this option if you already have a MySQL.com account. Please specify your login information below.		
Email address:		
Password:		
Skip Sign-Up		
Next > Cancel		

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:

MySQL Server Instance Configuration Wizard
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.
Please select a configuration type.
Optimized Configuration
Choose this configuration type to create the optimal server setup for this machine.
C Standard Configuration
Use this only on machines that do not already have a MySQL server installation. This will use a general purpose configuration for the server that can be tuned manually.
< Back Next > Cancel

FIGURE 63 - SELECT DETAILED CONFIGURATION

Select Server Machine and click Next button:

MySQL Server Ins	stance Configuration Wizard 🛛 🔀	
MySQL Server Configure the	Instance Configuration MySQL Server 5.0 server instance.	
Please select a	server type. This will influence memory, disk and CPU usage.	
C Develope	r Machine This is a development machine, and many other applications will be run on it. MuSOL Service should only use a minimal amount of	
<u> </u>	memory.	
Server Ma	achine	
Several server applications will be running on this machine. Choose this option for web/application servers. MySQL will have medium memory usage.		
🔿 Dedicated	l MySQL Server Machine	
Q	This machine is dedicated to run the MySQL Database Server. No other servers, such as a web or mail server, will be run. MySQL will utilize up to all available memory.	
	< Back Next > Cancel	

FIGURE 64 - SERVER MACHINE

Select Multifunctional Database and click Next button:

MySQL Server Ins	tance Configuration Wizard 🛛 🗙	
MySQL Server I Configure the M	Instance Configuration MySQL Server 5.0 server instance.	
Please select th	e database usage.	
 Multifuncti 	ional Database	
	General purpose databases. This will optimize the server for the use of the fast transactional InnoDB storage engine and the high speed MyISAM storage engine.	
🔿 Transactional Database Only		
Optimized for application servers and transactional web applications. This will make InnoDB the main storage engine. Note that the MyISAM engine can still be used.		
🔿 Non-Trans	actional Database Only	
Suited for simple web applications, monitoring or logging applications as well as analysis programs. Only the non-transactional MyISAM storage engine will be activated.		
	< Back Next > Cancel	

FIGURE 65 - MULTIFUNCTIONAL DATABASE

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

MySQL Server Instance Configuration Wizard
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.
Please select the drive for the InnoDB datafile, if you do not want to use the default settings. InnoDB Tablespace Settings Please choose the drive and directory where the InnoDB tablespace should be placed. C: Installation Path Drive Info Volume Name: File System: NTFS
3.4 GB Diskspace Used 12.6 GB Free Diskspace < Back

FIGURE 66 - TABLESPACE SETTINGS

Select Decision Support and click Next button:

MySQL Server Ins	tance Configuration Wizard 🛛 🔀	
MySQL Server : Configure the M	Instance Configuration MySQL Server 5.0 server instance.	
Please set the approximate number of concurrenct connections to the server.		
<u> </u>	Select this option for database applications that will not require a high number of concurrent connections. A number of 20 connections will be assumed.	
🔿 Online Tra	nsaction Processing (OLTP)	
	Choose this option for highly concurrent applications that may have at any one time up to 500 active connections such as heavily loaded web servers.	
C Manual Setting		
2	Please enter the approximate number of concurrent connections.	
	Concurrent connections: 15	
	< Back Next > Cancel	

FIGURE 67 - DECISION SUPPORT CONFIGURATION

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

MySQL Server Instance Configuration Wizard	×	
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.	\bigcirc	
Please set the networking options.		
Enable TCP/IP Networking Enable this to allow TCP/IP connections. When disabled, only local connections through named pipes are allowed. Port Number: 3306		
Please set the server SQL mode.		
✓ Enable Strict Mode		
This option forces the server to behave more like a traditional database server. It is recommended to enable this option.		
< Back Next > Ca	ncel	

FIGURE 68 - NETWORK SETTINGS

Click Next button:

MySQL Server Instance Configuration Wizard	×
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.	\bigcirc
Please select the default character set.	
Standard Character Set	
Hello! Makes Latin1 the default charset. This character set is suited for English and other West European languages.	
O Best Support For Multilingualism	
Make UTF8 the default character set. This is the recommended character set for storing text in many different languages.	
O Manual Selected Default Character Set / Collation	
Please specify the character set to use.	
Character Set: atin1	
< Back Next >	Cancel

FIGURE 69 - LANGUAGE SET

Check Include Bin Directory...Click Next button:

MySQL Server Instance Configuration Wizard			
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.			
Please set the	Windows options.		
🔽 Install As	Windows Service		
Orie	This is the recommended way to run the MySQL server on Windows.		
	Service Name: MySQL		
	🔽 Launch the MySQL Server automatically		
✓ Include Bin Directory in Windows PATH			
MySQL».	Check this option to include the directory containing the server / client executables in the Windows PATH variable so they can be called from the command line.		
	< Back Next >	Cancel	

FIGURE 70 - SERVICE OPTIONS

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

MySQL Server Instance Configuration Wizard			
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.			
Please set the	security options.		
🔽 Modify Se	curity Settings		
	New root password:	****	Enter the root password.
root	Confirm:	****	Retype the password.
Enable root access from remote machines			
Create An Anonymous Account			
note that this can lead to an insecure system.			
		< Back	Next > Cancel

FIGURE 71 - ROOT PASSWORD

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

Connection E	rror	×
8	The security settings could not be applied to the database because the connection has failed with the following error.	
	Error Nr. 2003 Can't connect to MySQL server on 'localhost' (10061)	
	If a personal firewall is running on your machine, please make sure you have opened the TCP port 3306 for connections. Otherwise no client application can connect to the server. After you have opened the port please press [Retry] to apply the security settings.	
	If you are re-installing after you just uninstalled the MySQL server please note that the data directory was not removed automatically. Therefore the old password from your last installation is still needed to connect to the server. In this case please select skip now and re-run the Configuration Wizard from the start menu.	
	Retry	

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.

Click Start
 Click settings
 Settings
 Settings
 Click Control Panel



4. Find the icon for Windows Firewall Firewall . Double click it and the next screen will be



FIGURE 73 - EXCEPTION PORT CONFIGURATION

Click Exceptions Tab. Then click Add Port button:

• 😻	Yindows Firewall			×
G	eneral Exceptions	Advanced		,
	Windows Firewall is turned off. Your computer is at risk of attacks and intrusions from outside sources such as the Internet. We recommend that you click the General tab and select On.			
	Name		Group Policy	
	🗹 Remote Assista	nce	No	
	Remote Deskto	P	No	
				•
	Add P <u>r</u> ogram	Add Port	<u>E</u> dit	Delete
J	Display a notification when Windows Firewall blocks a program			
2	What are the risks of allowing exceptions?			

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:

Add a Port	×	
Use these settings number and protoc want to use.	to open a port through Windows Firewall. To find the port ol, consult the documentation for the program or service you	
<u>N</u> ame:	MySQL	
Port number:	3306	
	● ICP O UDP	
What are the risks of opening a port?		
Change scope	OK Cancel	

FIGURE 75 - EXCEPTION PORT CONFIGURATION

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

👺 Windows Firewall		×
General Exceptions Advanced		
Windows Firewall is turned off. Your compu from outside sources such as the Internet. General tab and select On. <u>P</u> rograms and Services:	uter is at risk of attacks and intrusior We recommend that you click the	15
Name	Group Policy	•
 ✓ MySQL ✓ Remote Assistance ✓ Remote Desktop □ UPnP Framework 	No No No	
Add Program Add Port	<u>E</u> dit <u>D</u> elete	
What are the risks of allowing exceptions?		
	OK Can	cel

FIGURE 76 - EXCEPTION PORT CONFIGURATION
Once you have done this, return to this screen and press the **Retry** button:

Connection E	rror	×
8	The security settings could not be applied to the database because the connection has failed with the following error. Error Nr. 2003 Can't connect to MySQL server on 'localhost' (10061)	
	the TCP port 3306 for connections. Otherwise no client application can connect to the server. After you have opened the port please press [Retry] to apply the security settings.	
	If you are re-installing after you just uninstalled the MySQL server please note that the data directory was not removed automatically. Therefore the old password from your last installation is still needed to connect to the server. In this case please select skip now and re-run the Configuration Wizard from the start menu.	
	Retry Skip	

FIGURE 77 - PORT BLOCKED ERROR

Finally, you should see the completion screen:

MySQL Server Instance Configuration Wizard
MySQL Server Instance Configuration Configure the MySQL Server 5.0 server instance.
Processing configuration
✓ Prepare configuration
♂ Write configuration file (C:\Program Files\MySQL\MySQL Server 5.0\my.in)
✓ Start service
Apply security settings
Configuration file created. Windows service MySQL installed. Service started successfully. Security settings applied.
Press [Finish] to close the Wizard.
< Back Finish Cancel

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:

MyS	QL Administrator 1.1.	5			×
M A	g <mark>sq</mark> L dministrator			C	
	-Connect to MySQL Serv	ver Instance			
	Stored Connection:	Platinum Database		•	
	Server Host:	10.150.8.7	Port:	3306	
	Username:	root			
	Password:	*****			
	Details >>	ОК	Clear	Cancel	

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:

MySQL Administr	ator - root	@10.150.8.7:3306
File Edit View Too	ls Window	Help
Server Information Service Control Startup Variable: User Administrat	on s ion ons	
Health Server Logs Replication State Backup Restore Catalogs	24	4
dr2000p_test1 dr2000p_test10 dr2000p_test2 dr2000p_test3 dr2000p_test4 dr2000p_test5 dr2000p_test5 dr2000p_test6	Edit Drop Copy SQ Create N Create N Create N Create N	L to Clipboard ew Schema ew Table ew View ew Procedure / Function
-	Refresh	

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 <u>"Platinum"</u>

Create new	Schema	×
Ę	Please enter a name for the new schema. Schema name: Platinum	
	OK Cancel	

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:

MySQL Administrator - root@10.	.150.8.7:3306					
<u>File E</u> dit <u>V</u> iew <u>T</u> ools <u>W</u> indow <u>H</u> el	lφ					
Server Information	Colores Tobles Long	1.	· La ·	1		
Schema Tables Schema Indices Views Stored procedures						
	dr2000p test1					
Startup Variables	All tables of the	dr2000p_test	1 schema			
🛃 User Administration						
😺 Server Connections	Table Name 🔺	Engine	Rows	Data length	Index length	Update time
Health	accessgrouprig	InnoDB	0	16 kB	16 kB	
	accessgroups	InnoDB	2	16 kB	OB	
Server Logs	alertcontacts	InnoDB	0	16 kB	16 kB	
🗃 Replication Status	alerts	InnoDB	0	16 kB	08	
arkun	auditlog	InnoDB	39	16 kB	UB	
		InnoDB	6	16 kB	16 kB	
Restore	devicegroupme	InnoDB	2	16 kB	32 kB	
🚰 Catalogs		InnoDB	1	16 kB	UB	
		InnoDB	0	16 kB	OB	
		InnoDB	2	16 kB	48 kB	
chemata	devicetomap	InnoDB	1	16 kB	32 kB	
<u>~</u>	devicetypes	InnoDB	6	16 kB	48 kB	
🗧 dr2000p test1	media	InnoDB	15210	26.5 MB	32 kB	
dr2000p test10		InnoDB	U	16 kB	16 kB	
dr2000p test2	mediagroups	InnoDB	3	16 kB	UB	
dr2000p test3		InnoDB	8	16 kB	16 kB	
dr2000p_test4	nodes	InnoDB	1	16 kB	UB	
dr2000p test5	operations	InnoDB	1	16 kB	16 KB	
dr2000p test6	operationscript	InnoDB	1	16 kB	32 kB	
dr2000p test7	paramproperties	InnoDB	115	48 kB	16 kB	
dr2000p test8	paramvalues	InnoDB	1/	16 kB	UB	
dr2000p_test9		InnoDB	21	16 kB	UB	
dr2000p-alex		InnoDB	U 10	16 KB	32 kB	
dr2000p-brandon	types	InnoDB	19	16 kB	UB	
dr2000p-petras	users	InnoDB	2	16 kB	16 KB	
🧃 information_schema	Num. of Tables: 2	5 Rows:	15.4	57 Data Len:	26.9 MB	Index Len: 384 kB
🧧 mysql						
	Details >>	Create	e Table	Edit Table	Maintenan	ce Refresh
,						
)						

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:

Create New Data Source	Select a driver for which you want to set up a data source	×.
	Name V Microsoft ODBC for Oracle 2. Microsoft Paradox Driver (*.db.) 4. Microsoft Paradox-Treiber (*.db.) 4. Microsoft Text Driver (*.txt; *.csv) 4. Microsoft Text-Treiber (*.txt; *.csv) 4. Microsoft Visual FoxPro Driver 6. Microsoft Visual FoxPro-Treiber 6. MySQL ODBC 3.51 Driver 3. SQL Server 21	
	< <u>B</u> ack Finish Cance	el

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:

Connector/ODBC 3	3.51.12 - Configure Data Source Nam	e ? X
Connector	/ODBC	MySQL
Login Connect Op	ions Advanced	Database
Data Source Name	Platinum Platinum DSN	The database to be current upon connect.
Server	10.150.8.7	Optional Yes Default [none]
User	root	
Password Database	Platinum	
<u>T</u> est	Diagnostics >> Ok	<u>Cancel</u> <u>H</u> elp

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>"

🔂 Platinum Server
Welcome to the Platinum Server Setup Wizard
The installer will guide you through the steps required to install the Platinum Server 1.3.02 on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel < Back Next >

Read the installation notes and tap "Next >"

🛃 Platinum Server 📃 🔍
Platinum Server Information
The Platinum server requires several components that this installer does not include. Specifically, this installer does not perform the following functions:
 Install and/or configure the Intel Dialogic telephony card Install and/or configure the Database used by Platinum. Install and/or configure the Nuance Text-To-Speech engine. Build or supply a licensing file required by the Platinum Server.
If you plan to use a Dialogic telephony card and have not yet installed this card, please cancel this installation now and perform the Dialogic installation first.
Cancel < Back Next >

Change the Installation Folder only if required. Tap "Next >"

🖶 Platinum Server	_ 🗆 🗙
Select Installation Folder	
The installer will install Platinum Server to the following folder.	
To install in this folder, click "Next". To install to a different folder, enter it be	elow or click "Browse".
<u>F</u> older:	
C:\Program Files (x86)\M. H. Corbin Inc\Platinum Server\	Browse
	Disk Cost
Cancel < Back	Next >

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

🙀 Platinum Server			
Confirm Installation			
The installer is ready to install Platinum S	erver on your compu	iter.	
Click "Next" to start the installation.			
	Cancel	< Back	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"

Platinum Server		
Platinum Server Setup Wizard Please specify the following configuration properties to complete your installation:		
Database DSN name: DSN=Platinum Node ID: 100 Host name or IP: 0.0.0.0 Port: 3000		
		Ok

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

Platinum	Server Installation Success	×
1	The Platinum Server has successfully been installed as a Windows system service. Please make sure your ODBC System DSN has been properly created before you start the Platinum Server service.	
	OK	

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



Installation is now complete. Tap "Close".

🙀 Platinum Server	
Installation Complete	
Platinum Server has been successfully installed.	
Click "Close" to exit.	
Please use Windows Update to check for any critical updates to the .NET Framework.	
Cancel < Back	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	enables/disables AO Manger
Manager	

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.

Confidential

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 (<u>support@mhcorbin.com</u>) 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.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
LISTALYINE	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.
	(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
Туре	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 115 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.g9) 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
GUIVersion Mandatory Bar	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.					
	le, 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".

📕 Server Manager											
File Action View Help											
🔚 Server Manager (T3PN-HAR_PLAT)	Services										
🕀 환 Roles	a contra										
🛨 📷 Features	Services		1	1	1						
⊞ Diagnostics □	M H Corbin Platinum Server	Name A	Description	Status	Startup Type	Log On As	<u> </u>				
		Internet Connection Sharing	Provides network addr		Disabled	Local System					
H 🛃 Task Scheduler	Start the service	Internet Explorer ETW Collec	ETW Collector Service		Manual	Local System					
Windows Firewall with Adva		P Helper	Provides tunnel conne	Started	Automatic	Local System					
WMT Control	Description:	Resec Policy Agent	Internet Protocol secu		Manual	Network S					
Whit Control	The Platinum Server Application controls	KtmRm for Distributed Transa	Coordinates transactio		Manual	Network S					
Storage	roadway	Link-Layer Topology Discover	Creates a Network Ma		Manual	Local Service					
	,	M H Corbin Platinum Server	The Platinum Server A		Automatic	Local System					
		McAfee Framework Service	Shared component fra	Started	Automatic	Local System					
		Aree McShield	McAfee OnAccess Sca	Started	Automatic	Local System					
		🏩 McAfee Task Manager	Allows scheduling of M	Started	Automatic	Local System					
		McAfee Validation Trust Prote	Provides validation tru	Started	Automatic	Local System					
		Microsoft .NET Framework N	Microsoft .NET Frame		Disabled	Local System					
		Microsoft .NET Framework N	Microsoft .NET Frame		Disabled	Local System					
		🏩 Microsoft .NET Framework N	Microsoft .NET Frame	Started	Automatic (D	Local System					
		🏩 Microsoft .NET Framework N	Microsoft .NET Frame	Started	Automatic (D	Local System					
		🎑 Microsoft Fibre Channel Platf	Registers the platform		Manual	Local Service					
		🌼 Microsoft iSCSI Initiator Service	Manages Internet SCS		Manual	Local System					
		🔍 Microsoft Software Shadow C	Manages software-bas		Manual	Local System					
		🎑 Multimedia Class Scheduler	Enables relative prioriti		Manual	Local System					
		🎑 Net Driver HPZ12		Started	Automatic	Local Service					
		🎑 Net.Msmq Listener Adapter	Receives activation re		Disabled	Network S					
		🎑 Net.Pipe Listener Adapter	Receives activation re		Disabled	Local Service					
		🎑 Net. Tcp Listener Adapter	Receives activation re		Disabled	Local Service					
		🎑 Net. Tcp Port Sharing Service	Provides ability to shar		Disabled	Local Service					
		🎑 Netlogon	Maintains a secure cha	Started	Automatic	Local System					
		🔍 Network Access Protection A	The Network Access Pr		Manual	Network S					
		🔅 Network Connections	Manages objects in th	Started	Manual	Local System					
		🎑 Network List Service	Identifies the network	Started	Manual	Local Service					
		🕵 Network Location Awareness	Collects and stores co	Started	Automatic	Network S					
		🕵 Network Store Interface Serv	This service delivers n	Started	Automatic	Local Service					
		🤹 Performance Counter DLL Host	Enables remote users		Manual	Local Service					
		Alerts	Performance Loos and		Manual	Local Service	_				
	Extended Standard										

Right Click on the service name and tap "Start".
💽 M H Corbin Platin	Start	Pk
🧠 McAfee Framewc	Stop	ec
🔍 McAfee McShield	Pause	Fer -
🎑 McAfee Task Mar	Decime	vs
🎑 McAfee Validatior	Doctort	ide
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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.

📔 Platinum Server						
😋 🕞 🗸 🕨 Program F	iles (x86) 🝷 M. H. Corbin Inc 🝷 Platinum Server 👻	- 🔂	Search Platinum Server		2	
Organize 🔻 演 Open Ir	nclude in library 🔻 Share with 💌 New folder			···· •	0	
★ Favorites	Name 🔶	Date modified	Туре	Size		
E Desktop Downloads Recent Places	\mu awCSL	3/12/2014 11:57 AM	File folder			
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🚍 Libraries	鷆 es	3/12/2014 11:57 AM	File folder			
Documents	📙 Logs	3/12/2014 12:30 PM	File folder			
J Music	🗾 Арр	4/9/2013 11:22 AM	Icon	33 KB		
E Pictures	🚳 awClientInterface.dll	6/11/2013 4:22 PM	Application extension	129 KB		
📑 Videos	🚳 AWCommRes.dll	6/11/2013 4:23 PM	Application extension	189 KB		
🖳 Computer	🚳 awDevAHAR.dll	6/11/2013 4:23 PM	Application extension	249 KB		
	🚳 awDevAP55.dll	6/11/2013 4:23 PM	Application extension	149 KB		
👊 Network	🚳 awDevAxisCam.dll	6/11/2013 4:23 PM	Application extension	89 KB		
T	a subouRuoTrooRoc dll	4/11/2012 4:24 DM	Application extension	07 VB		
Logs Date m File folder	nodified: 3/12/2014 12:30 PM					

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

[12:30:39.041] [I] [TID: [12:30:39.041] [I] [TID: [12:30:39.119] [I] [TID: [12:30:39.119] [W] [TID:	944] [TTSMgr: Init - TTS DLL Module NuanceTTS.dll was successf 944] [Process initialized successfully] 1948] [CAWScheduleMgr::LoadTodaysSchedules - Loading schedules 1948] [CAWScheduleMgr::LoadTodaysSchedules - No schedules were	ully in for 2'

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