

BSW USB PSAP Monitor

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USB PSAP Monitor Description

Bell Services West has developed a process that allows us to access the CDR database residing in your PSAP Equipment Controller/Server via a USB Flash RAM module. This 7.9mm x 18.95mm x 52.2mm (.3" H x .7" W x 2.2" L) is placed in a spare USB slot in the PSAP Controller/Server. When inserted, a new Disk Drive is created. Open up the File Explorer and double click on the BSW PSAP Monitor application. If configuration information has been provided, the user merely enters their Login and Password and clicks on the Start button (See Figure 3).

The BSW PSAP Monitor application will then access the CDR Tables, copy the contents (up to one year) to the USB Flash Memory, and verify the copy. You then unplug the USB Module, place it in the Prepaid Mailer provided and pop it in the mail. Within a week, you will receive a PSAP Performance Summary Report.

My PSAP Performance Report Card

| | | | |
|---------------------------------|------|----------------------------|----|
| Number Of Available Trunks | 12 | Total Call Takers | 29 |
| Number Of Trunk Groups | 3 | Avg. Call Takers Per Shift | |
| Total E9-1-1 Calls | 3047 | Early Morning | 4 |
| Average Answer Time (Seconds) | 6.3 | Day | 15 |
| Average Call Duration (Seconds) | 53 | Evening | 10 |

| | Goal | KSI | | Goal | KSI |
|----------------------------|--------------|--------------|-------------------------------|--------|-----|
| PSAP Performance | .9599 | 0.834 | | | |
| Answer Time | 15 sec | .95 | Call Taker Performance | 1 | 1 |
| Call Duration | 60 sec | .82 | Time in Call Queue | 30 sec | .89 |
| On Hold Times | 120 sec | .51 | | | |
| Network Performance | .9999 | .93 | | | |
| Trunk Utilization | 100% | 1 | Call Completion | 85% | .9 |
| Required Trunks | 100% | 1.5 | Busy Hour Performance | 92% | .75 |
| Blocked Calls | .1% | 1 | | | |

BSW PSAP Monitor Installation

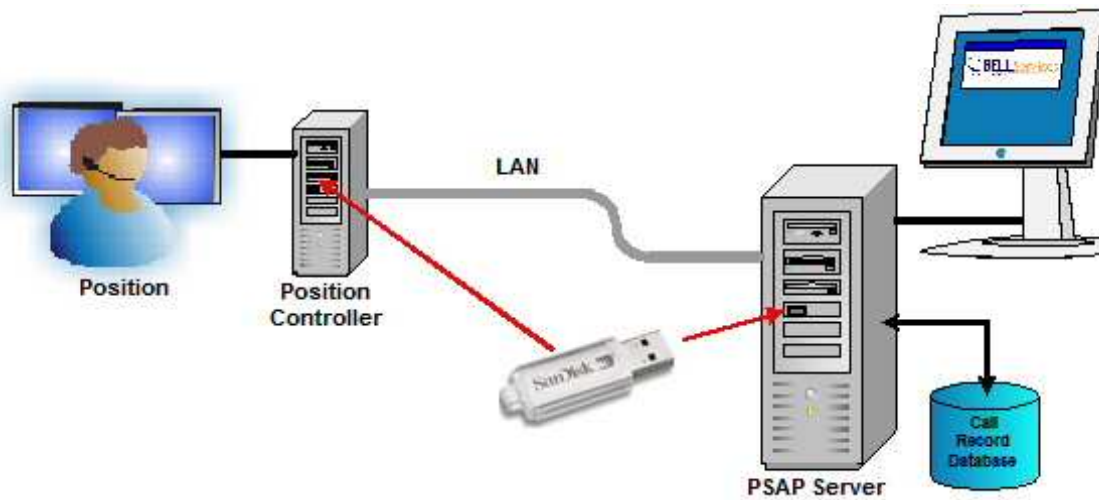


Figure 2 – USB Monitor Module Installation

Figure 1 shows two possible ways to install the USB Flash RAM Module.

1. Insert the USB Flash RAM Module into a spare USB port on the PSAP Equipment Controller/Server. OR
2. Insert USB Flash RAM Module into a spare USB port on one of the Position Controllers.

Option 1 is the preferred way. Option 2 requires the database on the PSAP Controller/Server to allow remote access.

If you have provided BSW with configuration information (Login, Password, Data Source Name and Table Name(s)) then the USB Flash RAM Module will come with a configuration file. The Module will be marked with a "Configured" sticker indicating it is ready to run without entering setup information.



Once you have plugged in the module, you access the Benchmark application by opening up the File Explorer and double clicking on the BSW Benchmark.exe file.

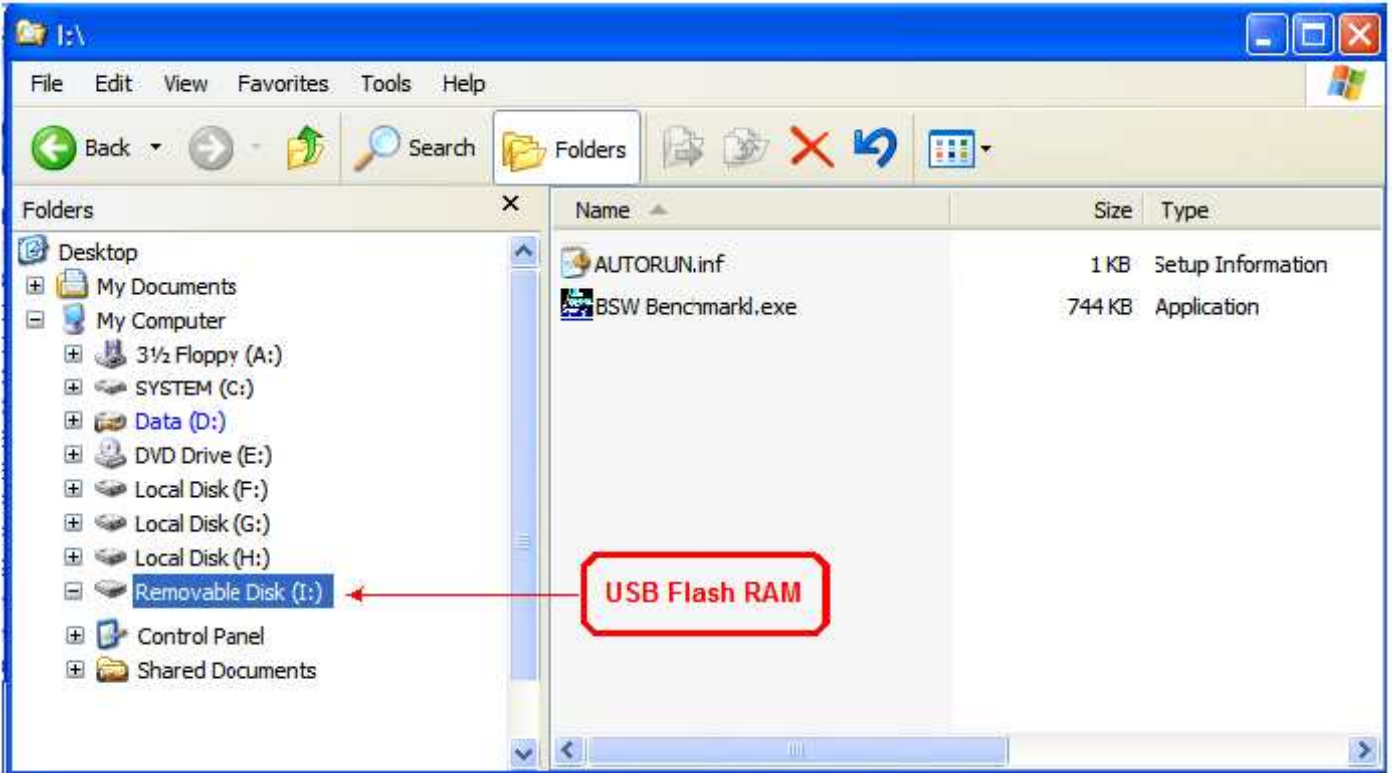


Figure 3 – Flash RAM Folder and BSW Benchmark.exe Application

Preconfigured USB Flash RAM Module Benchmark

User Login Screen

Once you have launched the BSW Benchmark program, a Login Screen will be displayed.

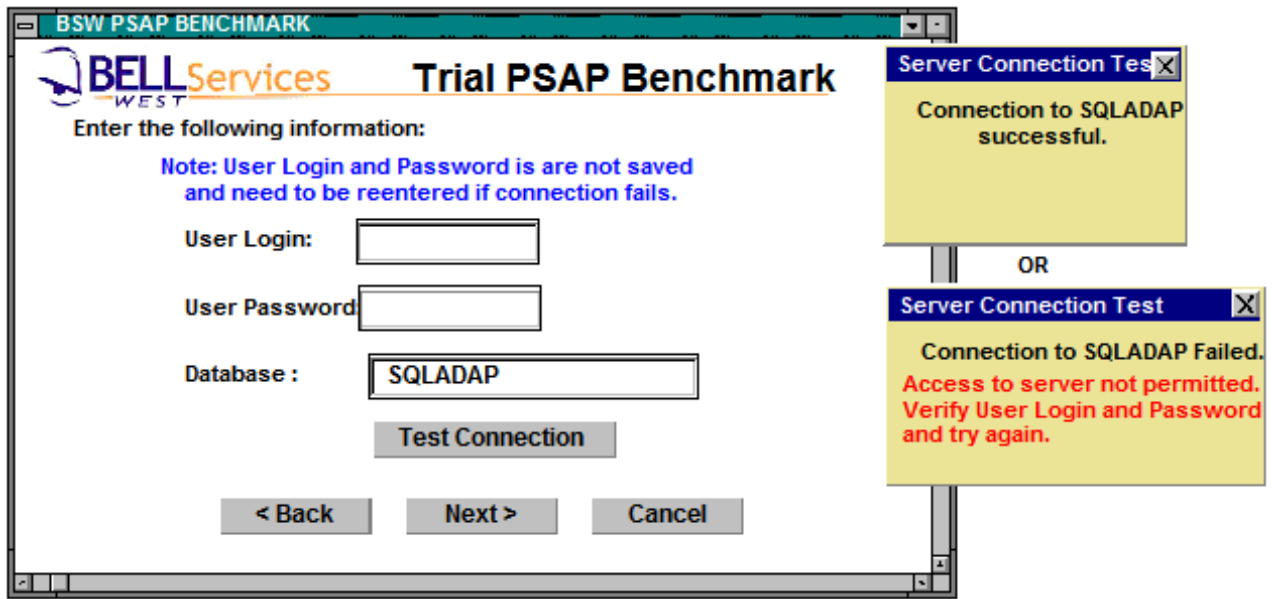


Figure 4 – User Login Screen

Enter the User Login and Password, verify that the proper database is displayed and click on the **[Test Connection]** button.

If you see the Connection Successful Message, click on the **[Next]** button to start data retrieval.

If you see an Error Message, verify the User Login, Password and Database entries and try again. If you still get an Error Message, contact BSW for help.

Database Table Data Retrieve Screen

As data is retrieved, the progress bars on Database Table Retrieval screen will start to fill. There should be one progress bar for each table. The data will be saved in the USB Flash RAM Module memory.

Once all the table data has been retrieved, it is then compared to the data in the tables.

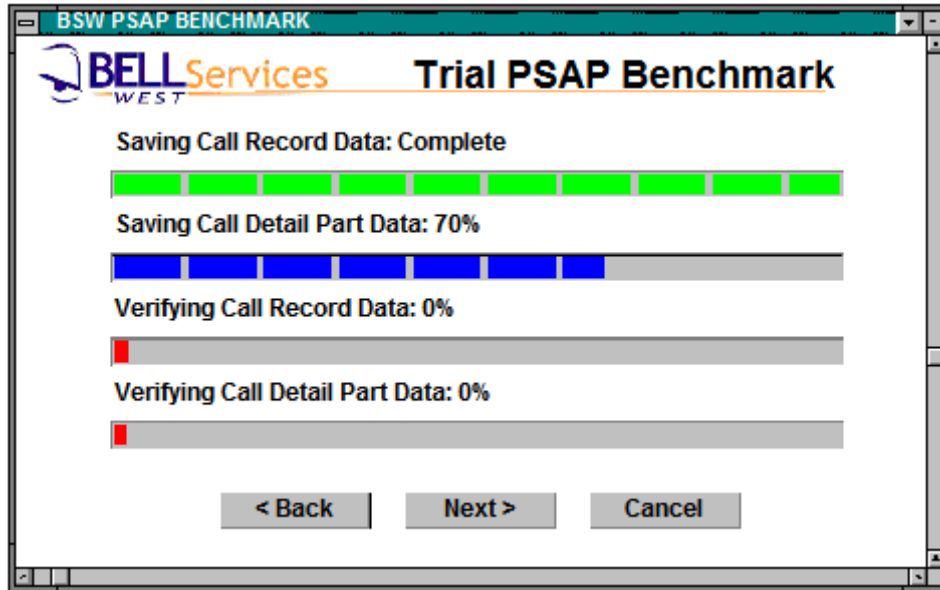


Figure 5 – Database Table Data Retrieval

Post Data Retrieval

When all the Table data has been retrieved and verified, the following screen will be displayed.

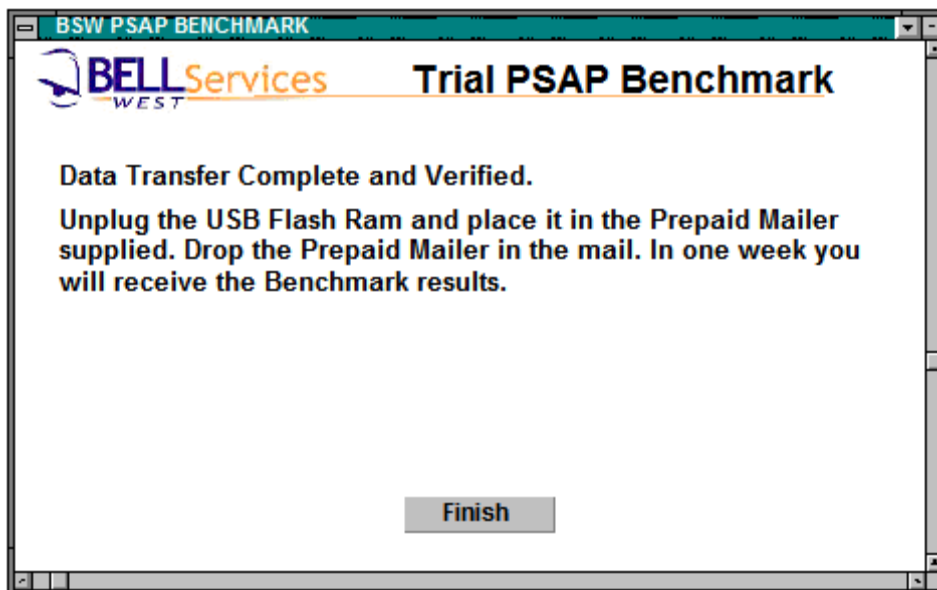


Figure 6 – Data Transfer Complete and Verified Screen

I Know What My Database Is and It Is Configured for ODBC Access

If your USB Flash RAM Module has not been preconfigured, then the Trial Benchmark Menu will be displayed when you run the BSW PSAP Monitor program. Check the

✓ **I Know What My Database Is and It Is Configured for ODBC Access** Check box and click on the **[Start]** button.

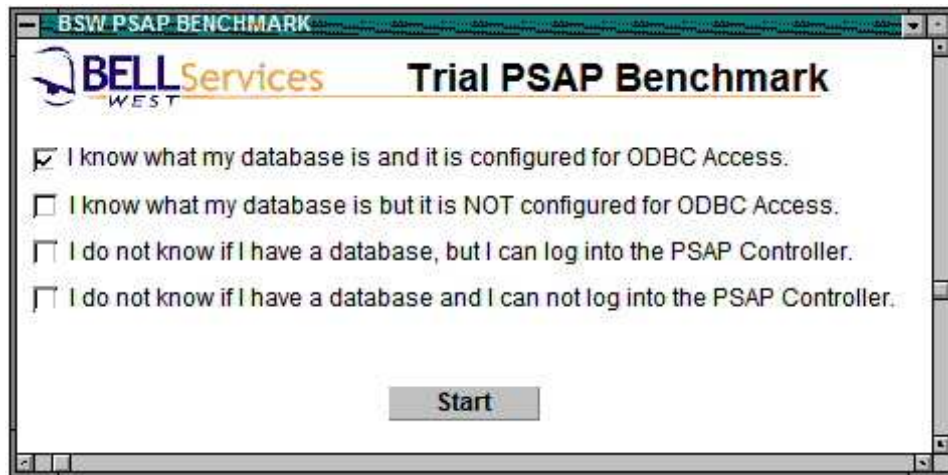


Figure 7 – BSW Trial Benchmark Main Menu Screen

Selecting the database

Select the appropriate database and click on the **[Next]** button.

✓ **I know what my database is and it is configured for ODBC Access.**

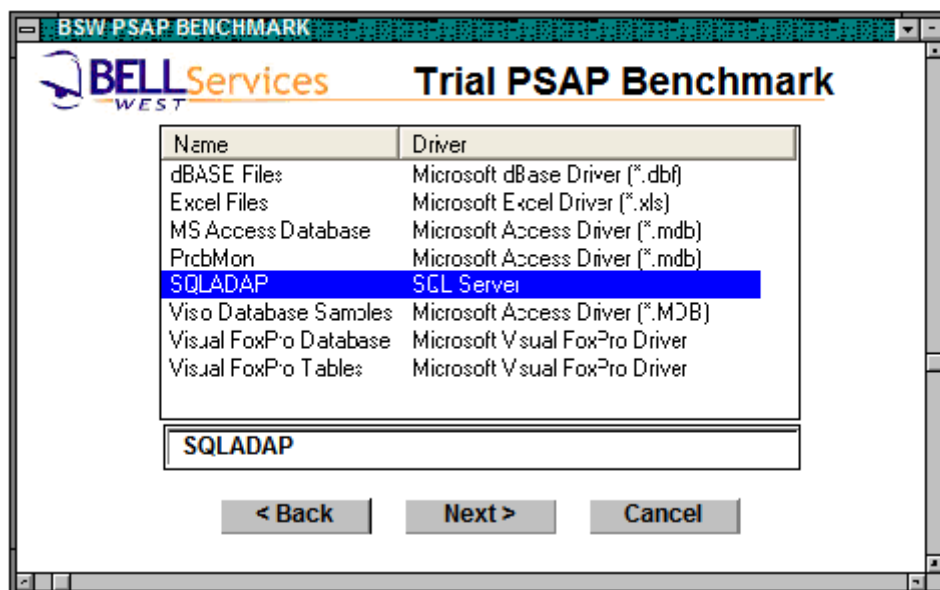


Figure 8 – ODBC Data Sources Screen

User Login Screen

The screenshot displays the 'BSW PSAP BENCHMARK' application window. The title bar reads 'BSW PSAP BENCHMARK'. The main window features the 'BELL Services WEST' logo and the text 'Trial PSAP Benchmark'. Below this, it prompts the user to 'Enter the following information:' and includes a note: 'Note: User Login and Password is are not saved and need to be reentered if connection fails.' The form contains three input fields: 'User Login:', 'User Password:', and 'Database :', with 'SQLADAP' entered in the database field. A 'Test Connection' button is positioned below the database field. At the bottom of the form are three buttons: '< Back', 'Next >', and 'Cancel'. Two dialog boxes are overlaid on the right side of the window. The top dialog, titled 'Server Connection Test', shows a successful connection: 'Connection to SQLADAP successful.' Below it is the text 'OR'. The bottom dialog, also titled 'Server Connection Test', shows a failed connection: 'Connection to SQLADAP Failed. Access to server not permitted. Verify User Login and Password and try again.'

Figure 9 – User Login Screen

Enter the User Login and Password, verify that the proper database is displayed and click on the **[Test Connection]** button.

If you see the Connection Successful Message, click on the **[Next]** button to start data retrieval.

If you see an Error Message, verify the User Login, Password and Database entries and try again. If you still get an Error Message, contact BSW for help.

Data Source Table Selection

After you have selected and test the Data Source, select all the tables that may contain Call Record Information by clicking on the arrow buttons.

Connection to SQLADAP successful.

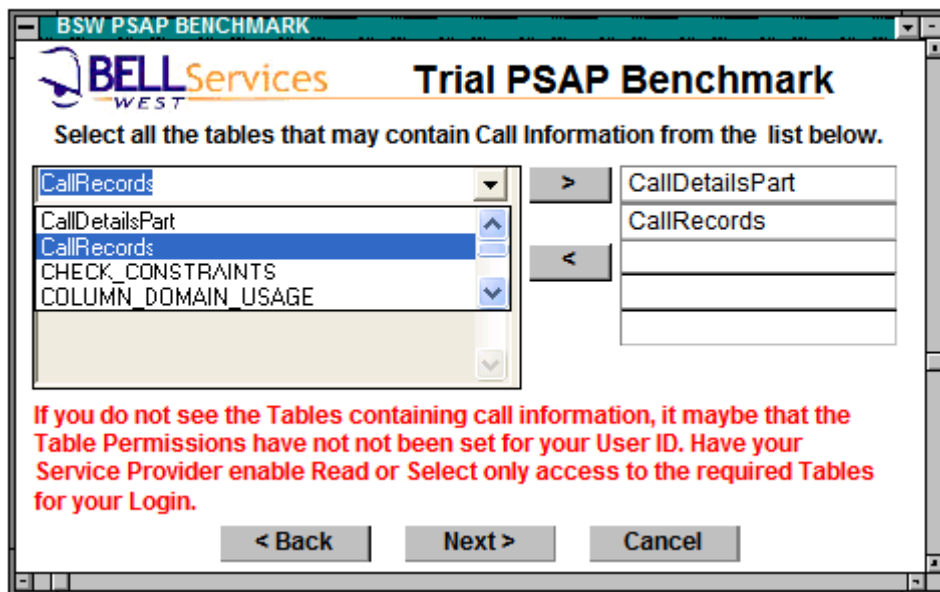


Figure 10 – Data Source Table Selection Screen

After you have selected all the table. Click on the **[Next]** button.

If you do not see any tables or no tables that may contain Call Record data, make sure that the database tables have your login permission set to “Read Only” or “Select”. You will need to access the database manager to set these options.

If you cannot open the database manager, then you most likely do not have administrator privileges. You will need to login as the system administrator before you can change the table privileges. **This is not something an inexperienced user should perform. It is recommended that you get your system administrator or Service Provider to make these changes.**

Table Data Verification

Once you have selected the proper tables, you will shown the contents of the tables.

The screenshot shows a software interface titled "BSW PSAP BENCHMARK" and "Trial PSAP Benchmark". It includes a "Save" checkbox and two data tables. The first table, "Call Records", has columns for ID, Phone Call, ALI, Date Time, Time Ring, and Time Aband. The second table, "Call Detail Part", has columns for Date Time Action, Pos, TC Name, Action, Comments, and Sequence. At the bottom, there are buttons for "< Back", "Next >", and "Cancel".

Save

Call Records

| ID | Phone Call | ALI | Date Time | Time Ring | Time Aband |
|----|--------------|-----|---------------------|----------------|------------|
| 2 | 3062 | | 2/2/2006 6:54:15 AM | | |
| 3 | ??-??-??? | | 2/2/2006 6:49:03 AM | 2/2/2006 6:49: | |
| 4 | ??-??-??? | | 2/2/2006 6:45:10 AM | 2/2/2006 6:45: | |
| 5 | ??-??-??? | | 2/2/2006 6:33:53 AM | 2/2/2006 6:33: | |
| 6 | 860-229-2075 | | 2/2/2006 6:32:28 AM | 2/2/2006 6:32: | |
| 7 | ??-??-??? | | 2/2/2006 6:29:19 AM | 2/2/2006 6:29: | |

Save

Call Detail Part

| Date Time Action | Pos | TC Name | Action | Comments | Sequence |
|-----------------------|-----|---------|--------------|----------|----------|
| 1/30/2006 10:03:22 PM | 1 | client1 | Ring | | 1 |
| 1/30/2006 10:03:22 PM | 1 | client1 | Seize | | 2 |
| 1/30/2006 10:03:24 PM | 1 | client1 | Answer | | 3 |
| 1/30/2006 10:03:24 PM | 1 | client1 | ANI received | | 4 |
| 1/30/2006 10:03:37 PM | 1 | client1 | On hold | | 5 |
| 1/30/2006 10:03:37 PM | 1 | client1 | Parked | | 6 |

< Back Next > Cancel

Figure 11 – Table Data Verification Screen

If the table data looks like it contains the data you need, click on the [Save] check box. It is better to retrieve more data than not enough, so select as many as you need. The data can be filtered out later.

Database Table Data Retrieve Screen

As data is retrieved, the progress bars on Database Table Retrieval screen will start to fill. There should be one progress bar for each table. The data will be saved in the USB Flash RAM Module memory.

Once all the table data has been retrieved, it is then compared to the data in the tables.

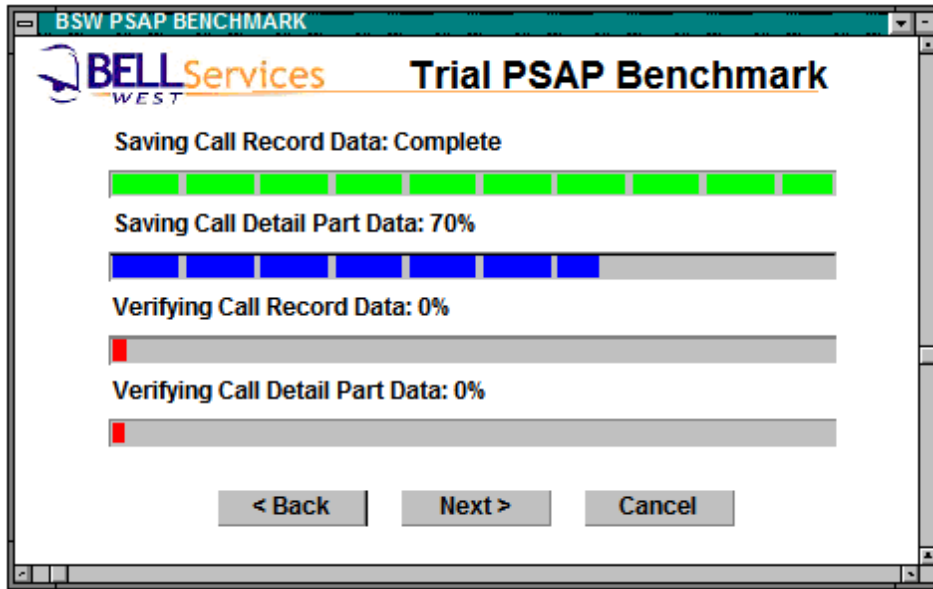


Figure 12 – Database Table Retrieval and Verification Screen

Post Data Retrieval

When all the Table data has been retrieved and verified, the following screen will be displayed.

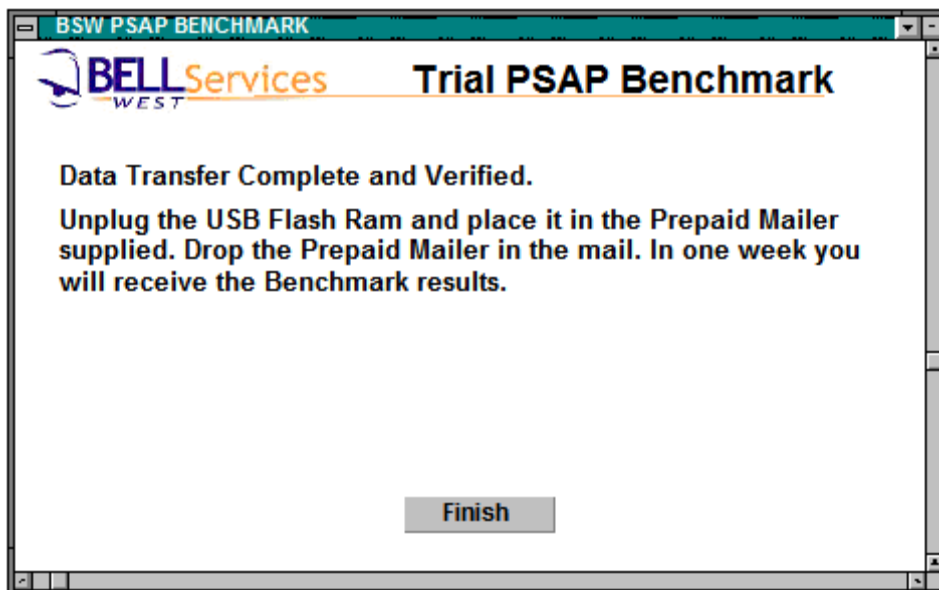
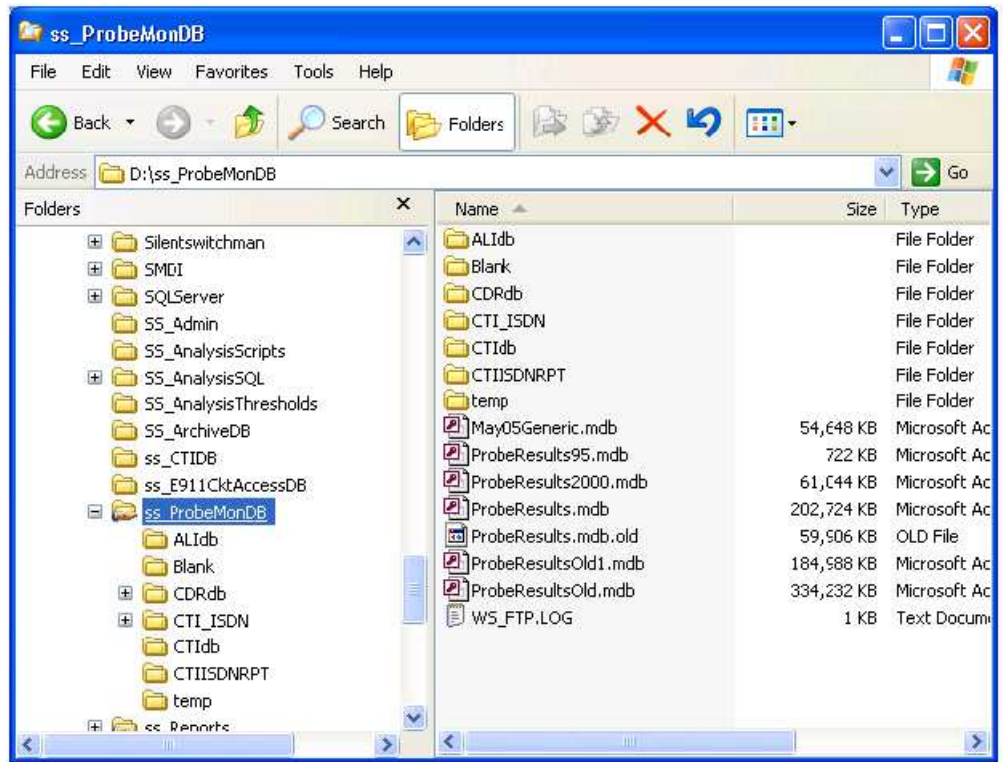


Figure 13 – Data Transfer Complete and Verified Screen

Appendix A – Database Directory Examples

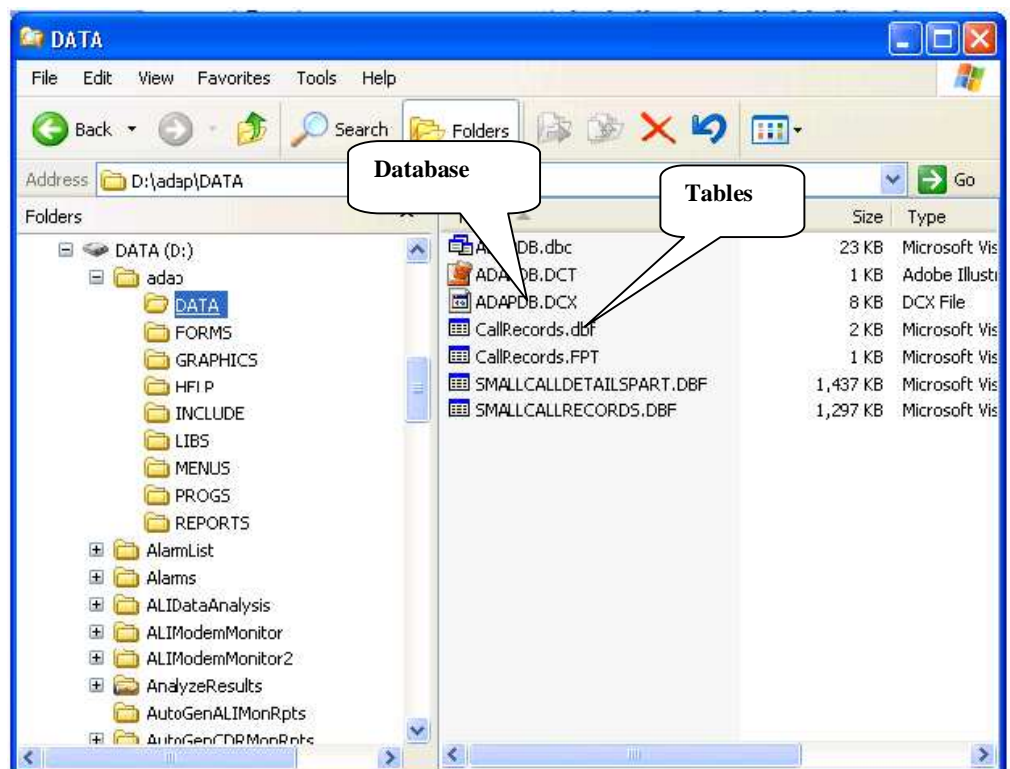
MS Access Database

Database Manager, Tables, Queries, and Reports all in one package.



MS FoxPro Database

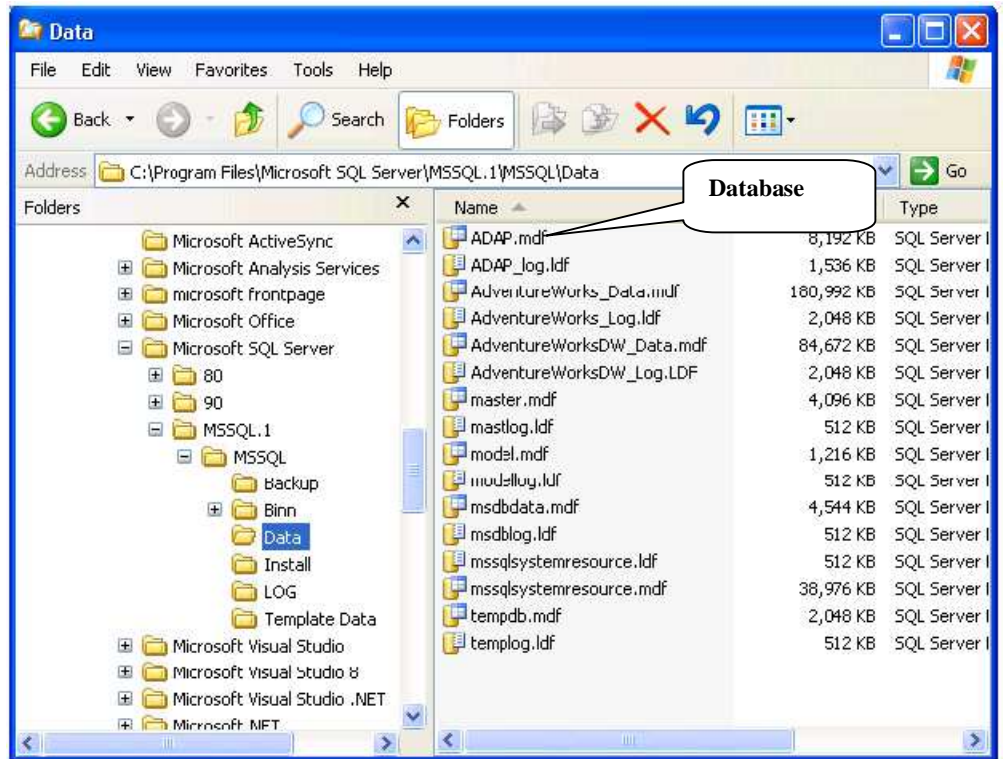
Separate Database Manager. Tables, Reports and Queries are individual files. Supports Stored Procedures



MS SQL Server Database

Separate Database Manager. Tables, Reports and Queries are individual files. Supports Stored Procedures

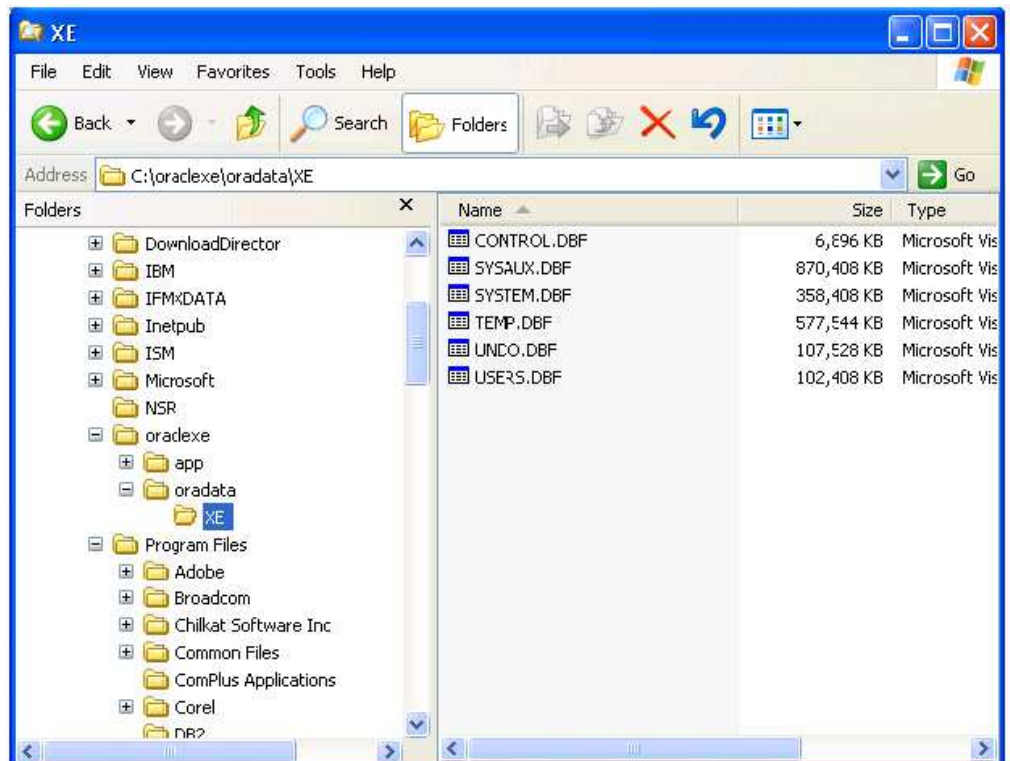
Instances of a database can be given different names. For example, the ADAP database could have another instance of it called SQLADAP or FredsDB.



Oracle Database

Separate Database Manager. Tables, Reports and Queries are individual files. Supports Stored Procedures

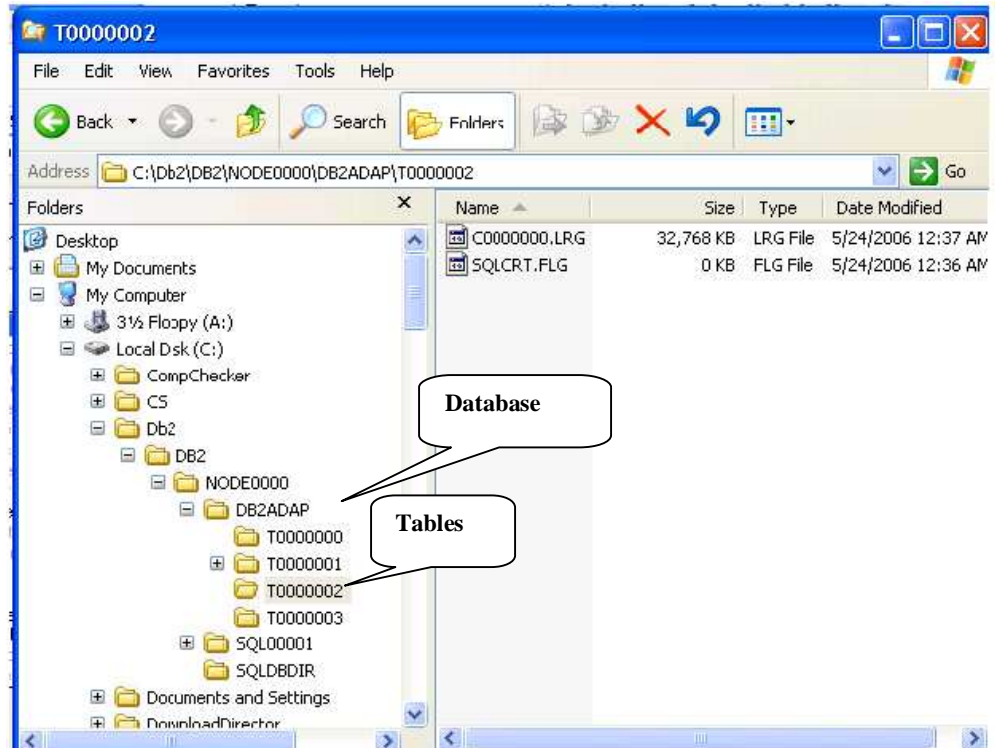
Instances of a database can be given different names. For example, the ADAP database could have another instance of it called SQLADAP or FredsDB.



IBM DB2 Database

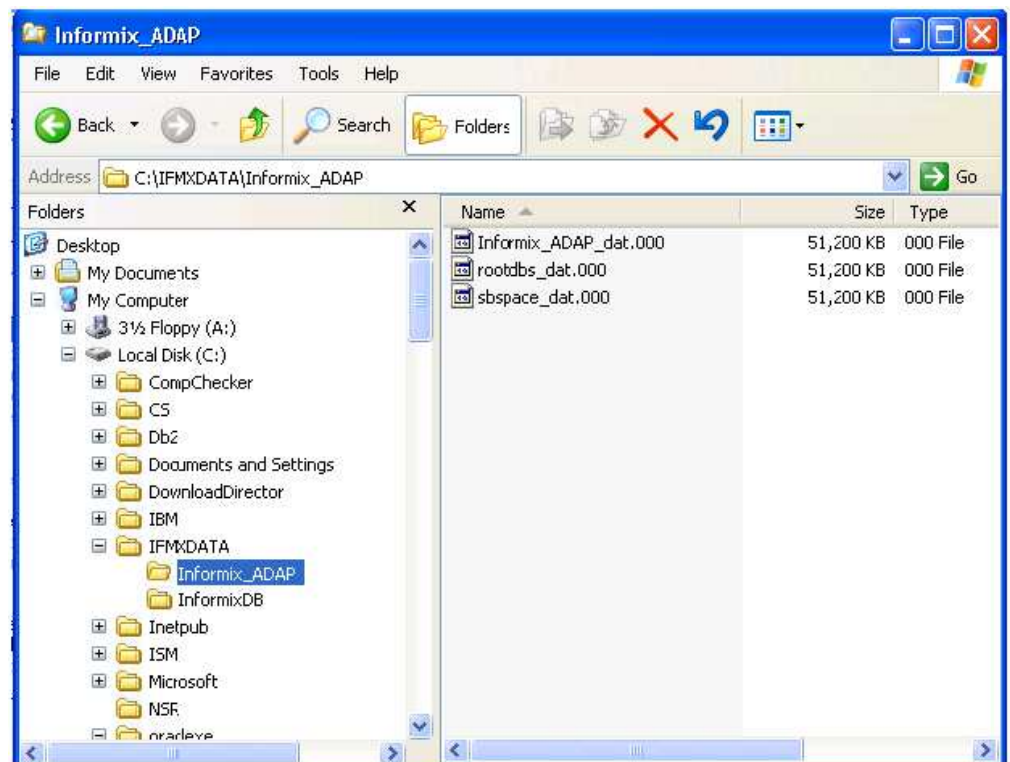
Separate Database Manager. Tables, Reports and Queries are individual files. Supports Stored Procedures

Instances of a database can be given different names. For example, the ADAP database could have another instance of it called SQLADAP or FredsDB.

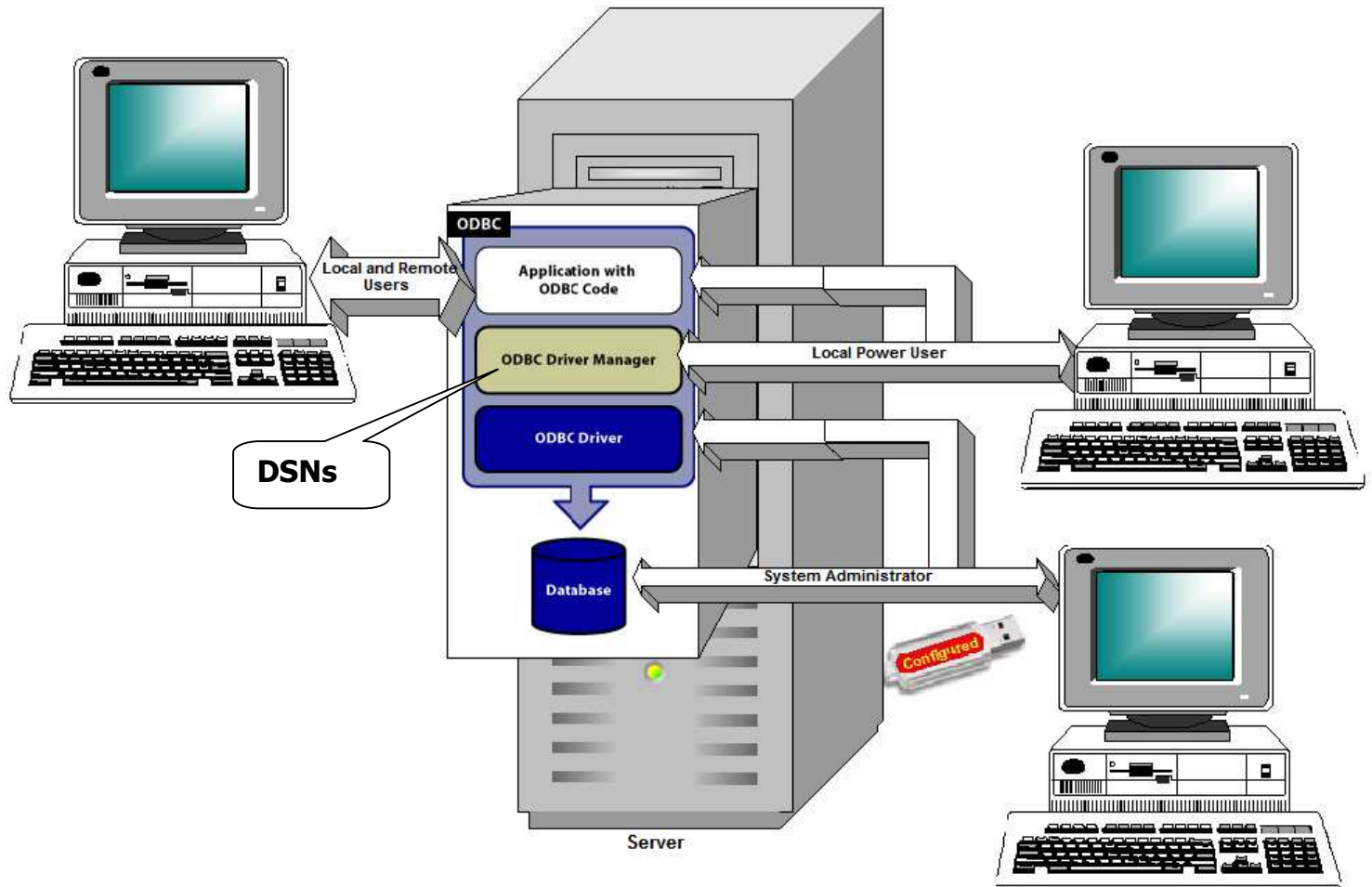


IBM Informix Database

This database is primarily used on UNIX systems, though there is an MS DOS compatible version.



Appendix B – Open DataBase Connectivity (ODBC)



DSN: Short for Data Source Name. Data Source Name provides connectivity to a database through an ODBC driver. The DSN contains database name, directory, database driver, UserID, password, and other information. Once you create a DSN for a particular database, you can use the DSN in an application to call information from the database.

There are three types of DSNs:

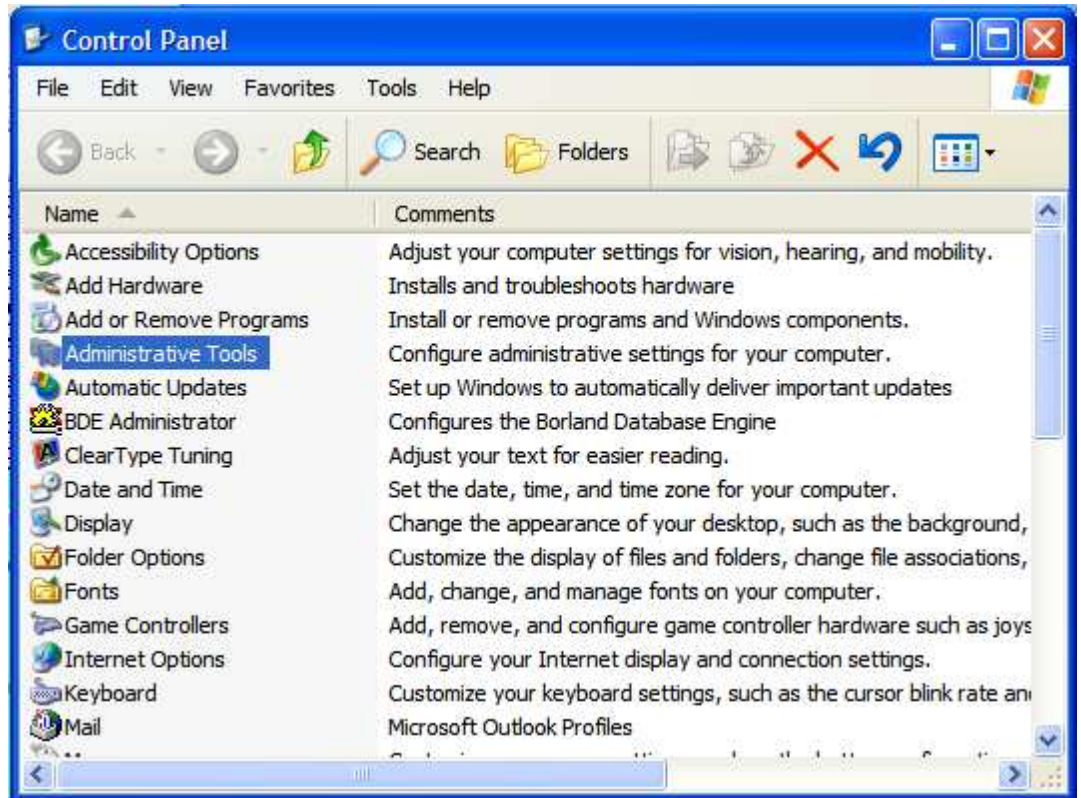
- (1) System DSN -- can be used by anyone who has access to the machine. DSN info is stored in the registry.
- (2) User DSN -- created for a specific user. Also stored in the registry.
- (3) File DSN -- DSN info is stored in a text file with .DSN extension.

DSN is often used by Active Server Pages (ASP) and Visual Basic programs when a query to a database is necessary to retrieve information.

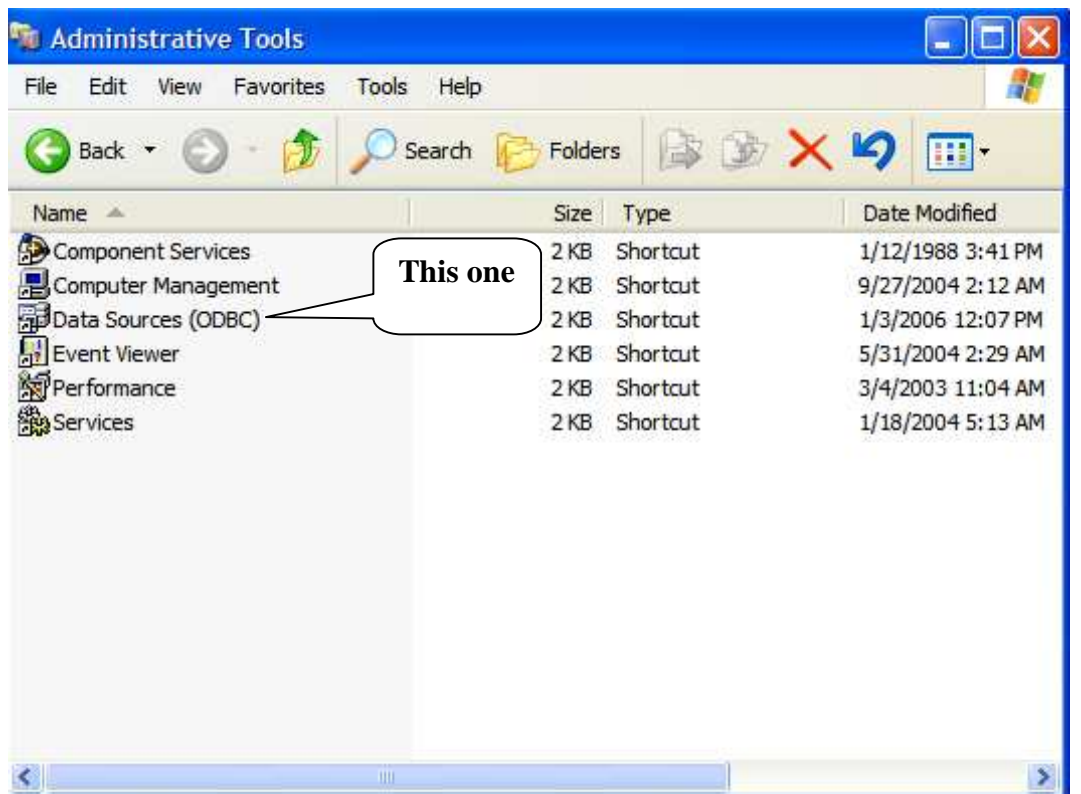
There is also what is known as a "DSN-less connection." Instead of using a DSN to connect to a database, the developer specifies the necessary information right in the application. With a DSN-less connection the developer is free to use connection standards other than ODBC, such as OLE DB.

ODBC Data Source Administrator Tool

To access the ODBC Data Source Administrator Tool, go to the Control Panel and select the Administrative Tools item



Select the Data Sources (ODBC) item.

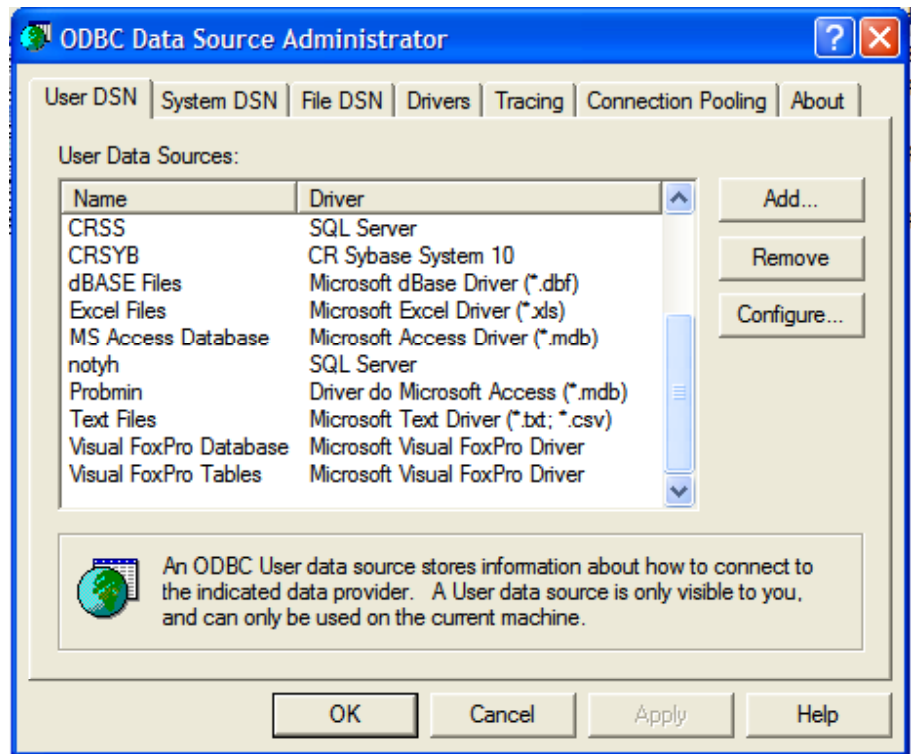


The ODBC Data Source Administrator Tool Allows you to select or create a new ODBC DSN.

User DSNs usually require a Login/Password entry.

System DSNs allow anyone who can access the server to access the DSN.

We will never use the File DSN, unless we do. File DSNs are Preconfigured connections and use a *DSNName.DSN* file to hold the access information.



Each database has its own unique Connection Information entries. The Driver used to perform the access drives these requirements. Each Database has its Driver. The USB Monitor application will guide you through the setup steps needed for the database you select.

Locating the PSAP Server

