

REVCORD

**REVCORD AIS
CUSTOMER
CONFIGURATION
MANUAL**



MULTI-MEDIA LOGGING SYSTEMS



WWW.REVCORD.COM



281-404-7040

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Revcord AIS – Overview

Description

Motorola supplies an interface used by the voice logging industry to record Motorola radio systems. The AIS, Archiving Interface Server, is an interface that runs on a Motorola provided server computer called the “AIS Server”. This computer is installed at the main radio site or at any trunked transmit (antenna tower) site. In addition to the Motorola installed software, Revcord installs an integration program on the AIS server. The AIS server is a secure computer located inside the Motorola switch/firewall.

The Revcord recorder server is located outside the Motorola switch/firewall and can be located anywhere on the end-customer’s network that network connectivity allows. The same Revcord recorder can be used simultaneously to record AIS calls as well as phone calls and other recorded calls. Network traffic occurs between the Revcord recorder, the AIS server and other parts of the Motorola system.

The Motorola switch/firewall must be programmed to pass network traffic for specific network ports. The Motorola engineer will program the switch/firewall appropriately.

Motorola License

Motorola licensing is identical for all recorder vendors. In addition to purchasing the AIS server computer from Motorola, Motorola requires the purchase of an AIS recording license. Typically, the license is purchased from Revcord as part of the recording system. Revcord pays the license fee to Motorola prior to Recorder installation. Please contact Revcord for license pricing.

Radio System Calls

A single AIS recorder can support the recording of many different talkgroups and conventional channels. Any talkgroup or conventional channel can be recorded without restriction. On the Revcord recorder, each radio channel is a recorder channel. Revcord licensing limits the number of Recorded AIS channels to the number purchased from Revcord. Additional channels may be purchased at any time.

Revcord fully supports recording secure (encrypted) radio calls. The Motorola system supplies all audio to the recorder in clear (unencrypted) format. The audio recorded is the exact same audio received and used by Motorola MCC7500 consoles.

Installation

A Revcord program must be installed on the Motorola supplied AIS server computer. Since this server is inside the secure Motorola switch/firewall, internet and remote access to that server is restricted. On-site personnel must install the Revcord program. The installation and configuration is quick and easy and can usually be accomplished in 10 minutes or less.

Rercord service personal will install and configure the integration program on the Revcord recorder. Installation can usually be done in an hour or less.

Revcord AIS – Pre-Install Information Requirements

Description

This section describes the configuration information required to install the Revcord AIS integration. The installation process cannot take place until all is provided. **Please reply in your ticket the information requests below.**

Networking

Establishing proper network connectivity is the responsibility of the end-customer and Motorola. Revcord does not modify network configurations or establish network connectivity. Network ports must be opened through routers and firewalls between the secure Motorola system and the Revcord voice recorder computer. A Motorola engineer will configure the Motorola network equipment as necessary. The specific network port numbers shall be selected as suitable to the end-customer's network. Revcord is configurable to use any specific network port numbers.

One TCP Port

One two-way TCP port is needed. Revcord recommends using port 18000.
Provide: TCP port number.

Multiple UDP Ports

Many outbound UDP ports are needed. Specifically, one outbound port is needed per recorded talkgroup or conventional channel. Revcord recommends using the port 18001 through 18200. Revcord recommends opening a larger range of ports to accommodate future expansion of recorded talkgroups and/or conventional channels.

Provide: UDP Port Range Minimum. And UDP Port Range Maximum.

Motorola Radio System Parameters

Several Motorola radio system parameters are required. These can be supplied by the Motorola engineer.

Motorola Radio System User And Password.

The Revcord system requires its own user name and password on the Motorola system. In the Motorola system, it is configured in a manner similar to a Motorola console user. Like a console user, the Revcord user must be authorized for the desired talkgroups and conventional channels. For use on the AIS system, an actual password is required. (A blank password does not work.)

Provide: User Name and Password

The IP Address Of The Motorola AIS computer.

Revcord needs the IP of the Motorola provided AIS computer as viewed from the Revcord recorder. If router translations are performed, please provide the IP as seen from the Revcord recorder.

Provide: IP Address

Talkgroup Channel List.

A list must be provided of every talkgroup and conventional channel that is to be recorded. Motorola systems often have thousands of defined groups. Provide which groups to record. For each talk channel, provide:

Provide: List the name to be displayed in the recorder (recorder channel name).

Talkgroup ID Number

For each talkgroup, provide the talkgroup ID number or the Motorola system talkgroup label (exact spelling).

Provide: List the talkgroup ID to be displayed in the recorder Motorola information.

Conventional Channel List

A list must be provided of every conventional channel that is to be recorded. Motorola systems often have thousands of defined groups:

Provide: List the name to be displayed in the recorder (recorder channel name).

Email Server Information.

The Revcord AIS system automatically generates alert email messages when problems occur. By default, Revcord uses the gmail email system. If gmail usage is blocked or if the end customer prefers a different email system be used, Revcord needs the alternate email server parameters.

Provide: Email access

On-Site AIS Server Software Installation Of Revcord Service

Description

This section describes the on-site installation of Revcord provided AIS integration software on the Motorola AIS server computer. Please note this requires a Windows 10 machine or Windows Server. If problems occur in this procedure, contact Revcord support 281-404-7040.

Steps of Installation

Revcord software must be installed on the Motorola AIS server computer. Because of security restrictions, remote access to AIS server computer is not permitted. The installation must be done on site by on-site personnel. Below Steps are for **Windows 10**. If there is some other version of Windows then these steps may be slightly different.

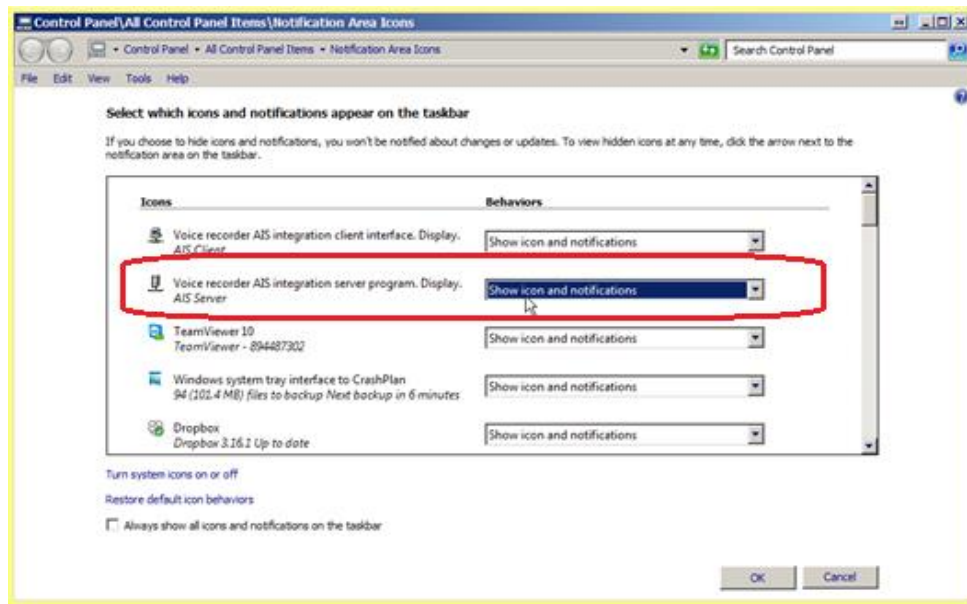
Revcord recommends that the Revcord provided install file be transferred to the Motorola AIS server using a USB memory stick. The install file name is: setup_AisServer.exe
On the Motorola AIS server, create a directory called: c:\Revcord
Copy the file setup_AisServer.exe, to this directory.

Installation Procedure

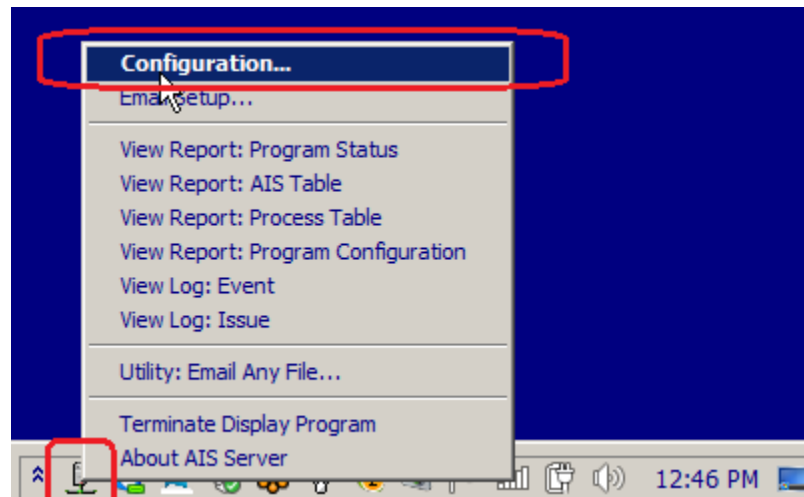
1. Install program files.
2. From the “c:\Revcord” directory, run the installation program “setup_AisServer.exe”. Answer any questions and click “Next” and “Install” as needed.
3. In the Windows Start menu, find the entry “AIS Server”. Run this program.
4. The “AIS Server” program will start, but it will not display a window. Instead an icon will appear in the system tray (lower right corner of the screen, near the clock). The icon is a “computer on a network”.
5. Sometimes the Windows operating system hides the system tray icon. The system tray configuration must be changed to make the icon visible on the system tray. Open the system tray configuration window by left clicking on the two up arrows on the left side of the system tray. See picture below.



6. A new window will open. See picture below.

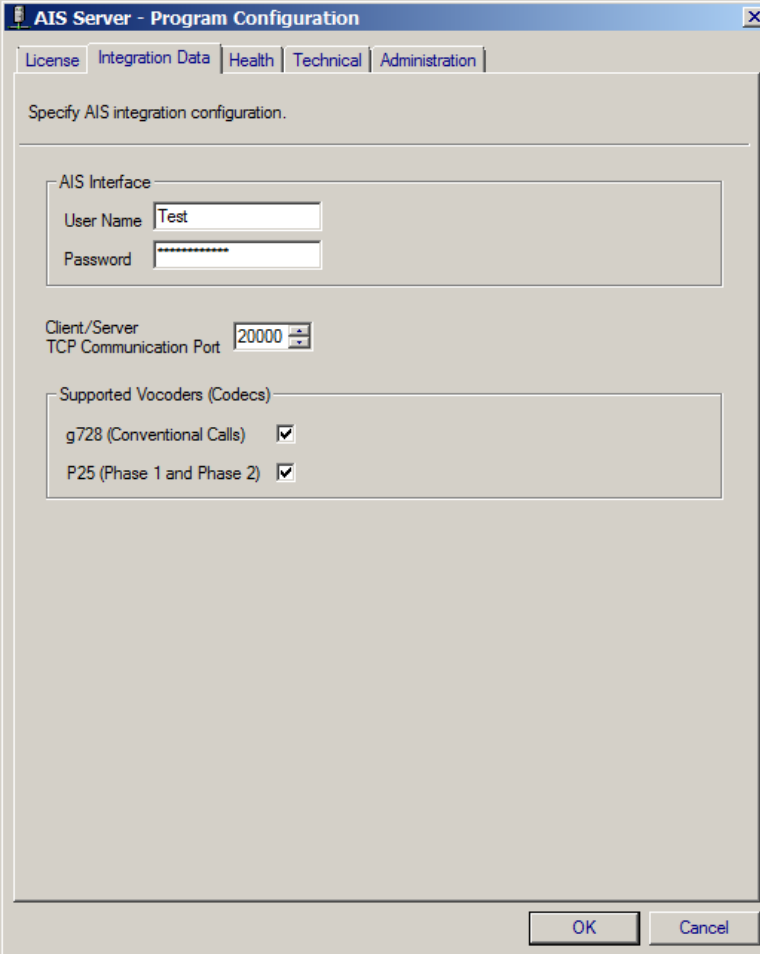


7. In the scroll area, find the entry “Voice recorder AIS integration server program. Display. AIS Server”. To the right of that entry, select “Show icon and notifications”.
8. Once this change is made, the icon should automatically appear in the system tray.
9. Click OK to exit the window.
10. In the system tray, **right click** on the system tray icon (gray computer). A menu should appear similar to that shown below:



- 11.

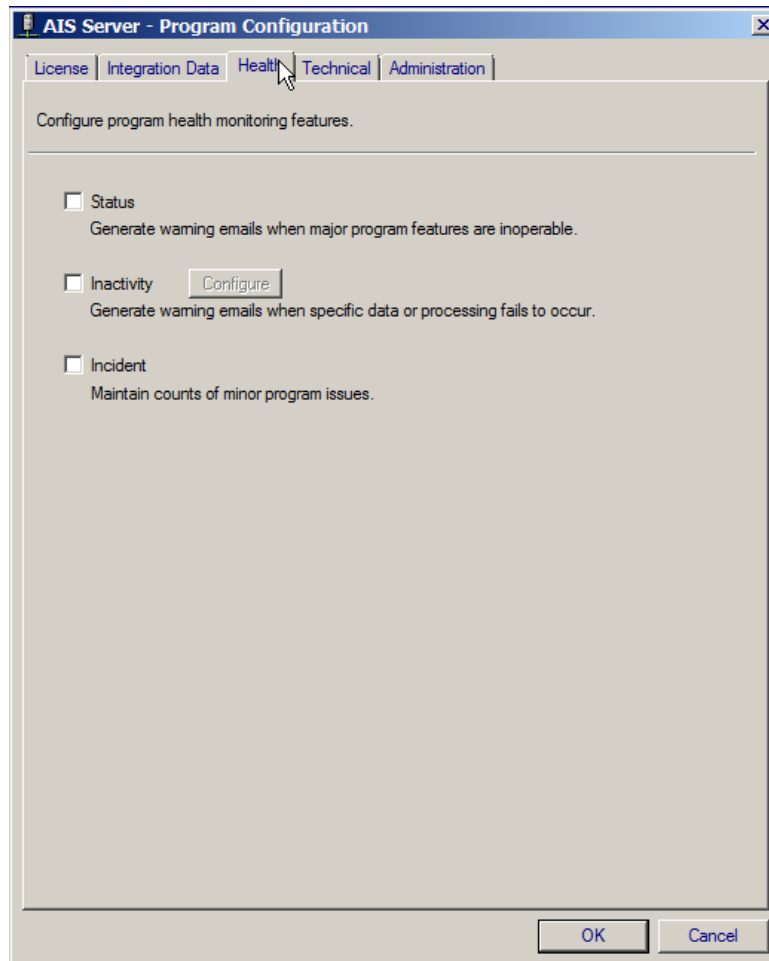
12. In the menu, select “Configuration...”
13. A new window will appear.
14. Select the “Integration Data” tab. See picture below.



The screenshot shows a window titled "AIS Server - Program Configuration" with a close button (X) in the top right corner. The window has five tabs: "License", "Integration Data" (which is selected), "Health", "Technical", and "Administration". Below the tabs, the text "Specify AIS integration configuration." is displayed. The main area contains three sections: 1. "AIS Interface" with a "User Name" field containing "Test" and a "Password" field with masked characters. 2. "Client/Server TCP Communication Port" with a spin box set to "20000". 3. "Supported Vocoders (Codecs)" with two checked checkboxes: "g728 (Conventional Calls)" and "P25 (Phase 1 and Phase 2)". At the bottom right, there are "OK" and "Cancel" buttons.

15. Perform this work.
16. Enter the Motorola AIS Interface user name and password.
17. The user name and password is configured in a manner similar to a Motorola console user. Like a console user, the Revcord user must be authorized for the desired talkgroups and conventional channels. For use on the AIS system, an actual password is required. (A blank password does not work.)
18. Enter the TCP Communications Port. This the TCP port used to transfer data between the server and the client.
19. Make sure that “g728” and “P25” check boxes are both CHECKED (yes check marks).

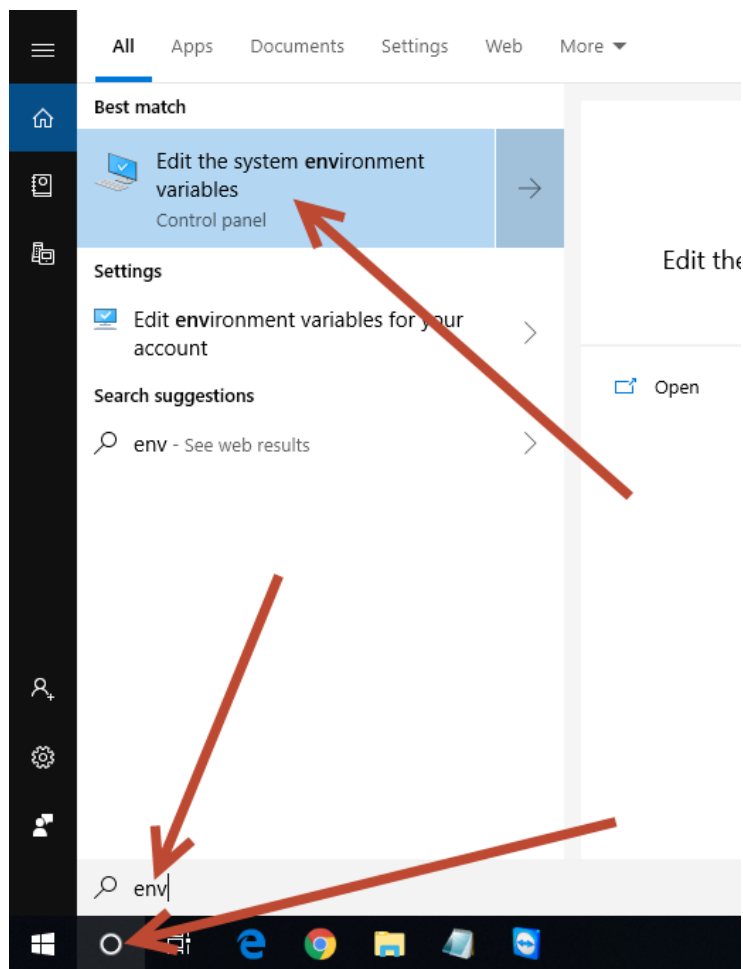
20. Select the “Health” tab. See picture below.



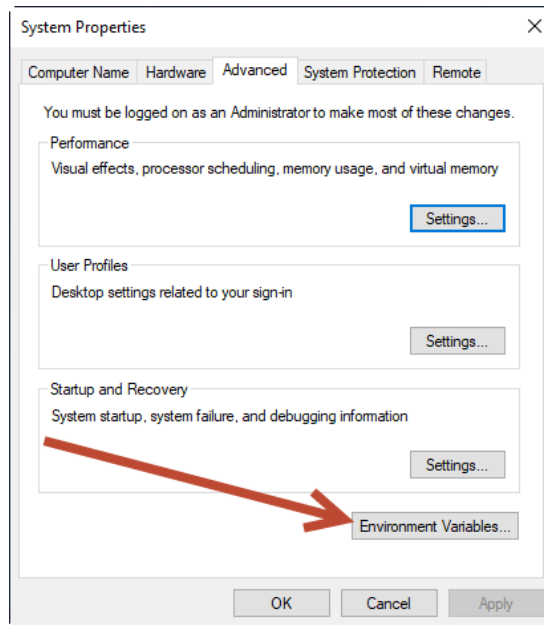
21. Make sure all checkboxes are all UNCHECKED (no check marks).

22. Exit the configuration window by clicking OK at the bottom of the window.

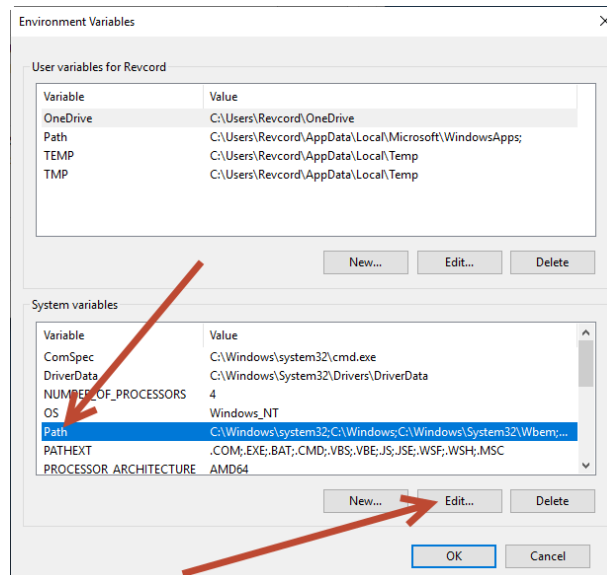
24. Add the Revcord directory to the PATH system variable.
25. At the bottom left of the window click on the ‘O’ symbol next to the “Start” button. This will open the search entry area. In picture, see BOTTOM red arrow.
26. In the search area, search for “env”. This will display the environmental window. In picture, see MIDDLE red arrow.
27. Open the environmental variables. In picture, see TOP red arrow.



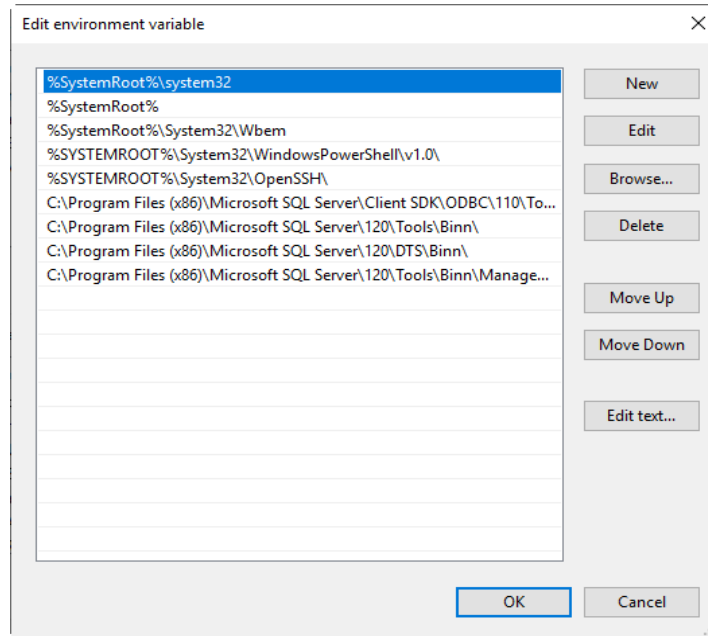
28. A new window will open. Click the “Environmental Variables” button See picture below:



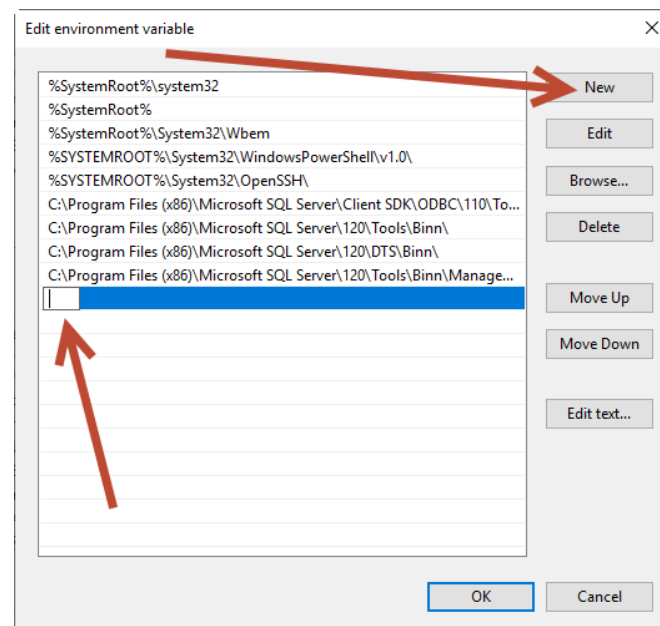
29. A new window will open. In the bottom area click on the word “Path” to highlight the line. Note: The area may need to be scrolled to see the word “Path”. See picture below.
30. After “Path” is highlighted, click the “Edit...” button. See picture below.



31. A new window will open showing all parts of the “Path” environmental variable. See picture below:



32. In this window click the “New” button to enable entry of additional text. See picture below:



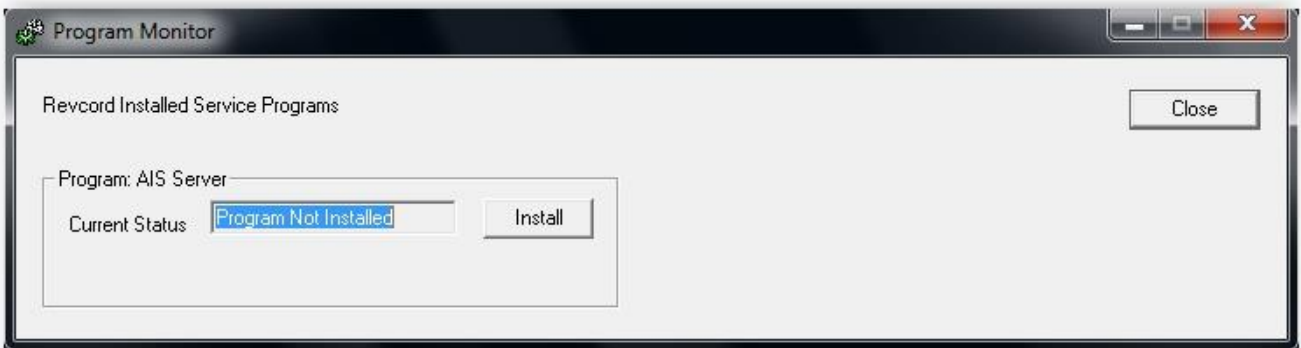
33. New Entry 1:

- a. In the entry area, add the Revcord path text:
- b. c:\Program Files (x86)\Revcord\AisServer
- c. ^ ^
- d. NOTE: Exactly two “space” characters.
- e. You need to specify the path were the Revcord software was installed.
- f. **NOTE:** The Revcord path may vary depending on the version of the Windows operating system. You need to specify the path were the Revcord software was installed
- g. New Entry 2:
- h. Repeat the process to enter a second new entry. In the entry area, add the Motorola path text:
- i. c:\Program Files (x86)\Motorola MCC 7500\bin\
^ ^ ^ ^
- j. ^ ^ ^ ^
- k. NOTE: Exactly four “space” characters.

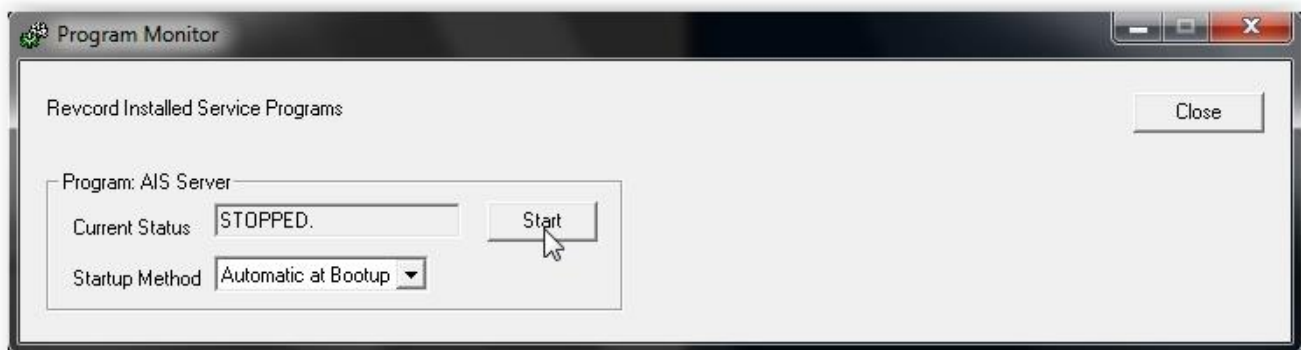
AIS Server Verification

Starting the Program

1. From the Windows “Start” menu or from the Windows Start menu’s “Revcord” directory, select “Revcord Programs” or “Program Monitor”.
2. A new window will appear. See picture below:



3. In the “Program Monitor” window, select the area labeled “Program: AIS Server”. Click the “Install” button. This process installs the “service” program and should only take a few seconds. Answer any questions that may appear.
4. After install is complete, verify that the “Startup Method” is set to “Automatic at Boot up”. See picture below:



5. Press the “Start” button to start the program. In a few seconds the window will indicate “RUNNING”.
6. No other work is necessary

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7. Normally, the AIS Server program runs as a background task. It's a "service". The program will automatically start every time the computer is booted. Normally, there is no need for an operator to do anything and there is no need to logon for the Revcord program to operate. With this program, everything is automatic.
8. NOTE: If needed, Revcord's program can be started and stopped using the "Program Monitor" program. It can also be started and stopped using the Windows operating system's "Services" applet.

Operation Verification

After the entire install procedures have been performed, contact Revcord support department. Revcord will remote to the Revcord recorder and verify the connectivity between the recorder and the AIS server.

Sometimes on-site personnel may need to aid in the connectivity verification process. Therefore, it is best for on-site personnel to remain on-site until proper operation is verified.

Revcord AIS – On-Site Recorder Installation

Description

This document describes the installation of the Revcord AIS integration software on the Revcord recorder computer. If problems occur in this procedure, contact Revcord 281-404-7040.

Software Installation and Configuration

Revcord can remotely install and configure the AIS integration software.

Hardware Installation – DVSI-P25 Decoder

Revcord uses hardware decoder devices manufactured by DVSI, Digital Voice Systems Inc. These devices aid in the decoding of audio received from the Motorola radio system. DVSI manufactures several different device models: Decoder: USB-3012

The USB-3012 decoder is a small blue colored box shaped metal device. The device uses a supplied USB cord and a supplied power transformer.

Plug the supplied USB cord into the decoder device. Plug the other end into any USB port on the Revcord recorder computer.

Plug the supplied power transformer cord into the decoder device and plug the electrical plug into an electrical outlet.

Driver Installation

Typically, Windows will automatically install drivers to support the decoders. If necessary, Revcord personnel can remotely assist in making sure the drivers load properly.

Operation Verification

After the hardware install procedures have been performed, contact Revcord. Revcord will remote to the Revcord recorder and verify the proper installation of the decoder drivers. Sometimes on-site personnel may need to aid in the driver installation process. Therefore, it is best for on-site personnel to remain on-site until proper driver installation is verified.