

Ambulance Control System - Installation

There are three styles of installation:

- Client PCs from which controllers will work.
- Server The PC holding the database. This is usually also a client.
- Master A special server installation including a central master database used for exported data from all multiple servers.

Because this system uses a commercial database package, the installation process requires both the database and the control software to be installed on the server. The database software is embedded in the application installation package and does not need to be installed separately.

Note that version 2 requires Windows XP with service pack 3 or a later version of Windows.

If you are installing from a CD:

1. Click on Start | Run
2. Type "D:\sjd_x-y-z" where D is the drive letter for your CD drive and x-y-z is the version number.

If you are installing from a self-extracting archive:

1. Download the file to an appropriate location on your C drive (e.g. c:\sjd_x-y-z.exe).
2. Click on Start | Run
3. Type "c:\sjd_x-y-z.exe" (or whatever name you used).

Click on "Yes" in the "Do you want to install this software?" confirmation.

You should see a window asking for the components to be installed. If this is to be a server system (possibly including the master database), tick the Server components box. For a client only system, leave this unchecked. Click on Next to start the installation.

The installer may indicate that the Microsoft .Net version 4 libraries are not present on the system. If this occurs, ignore the warning and continue. This addition will be downloaded and installed automatically after the application has been installed. This will require an internet connection.

Server Installation

If you are installing the server, you will be asked for the licence information for the QM database. If you are installing over a previous version, the existing licence details will be shown and you can simply press the Return key in each field to retain the old data.

If you see a screen asking "Update VOC in all registered accounts?", enter Y and press the Return key. When upgrading from an earlier release, you may see prompts regarding update of specific items. Respond "Y" to all of these.

A window appears asking if this is to be a master database server. Enter Y or N appropriately. Any one organisation should normally only have a single master database. If you only operate a single server installation, you do not need a master database at all.

If you are asked for the application authorisation code, enter this (four groups of four letters).

If all goes well, that is the end of the process. If any errors are reported, please note these and ask us for help.

Client-Only Installation

If you are installing the client software only, leave the Server components box unchecked, click on Next and the installation proceeds with no further interactions.

The QM Database

This application uses the QM Multivalue database, a high performance database product that is supplied with the control software on the condition that it must not be used for other purposes. The installation process described above will install or upgrade this automatically as required.

Firewall

Port 4243 must be open in any firewall.

Using the System for the First Time

The user documentation is copied to the C:\SJD directory during installation. Read it before you try to use the system for the first time.

Start the client software by selecting Start | Programs | Dispatch. You might want to place an icon on the desktop to start this software.

On first entry to a newly installed system, you will need to configure several things.

- On the scenario selection screen, click on "New" and enter a suitable name for your first scenario.
- Use the Dispatch pull down menu "Options" item to configure the site name and printer name. Other options on this screen may need to be set to meet your own requirements.
- Use the Supervisor menu Scenario Manager option to set up the details of your new scenario. These can be modified at any time.
- First time you use the live database you will need to use the Supervisor pull down menu "Call Pool Maintenance" item to set up the initial pool of call numbers. It is essential to keep track of how these are allocated across multiple servers to ensure that the same call number cannot be allocated to two sites. It is recommended that call numbers are allocated in batches of 500 or more to minimise the number of occasions when it is necessary to allocate more. The system checks periodically if the pool of free call numbers has fallen below 100 (configurable) and displays a warning. The training database automatically starts out with a vast call pool.
- You will probably want to add a map for your event. This can be scanned in or can sometimes be found on the internet. The maps must be Windows image files and are stored on the server in the C:\SJD\MAPS directory. You can then use features of the control system to overlay a grid onto the map.

You will probably have loads of questions. Unless very urgent, all support is by email to support@ladybridge.com. Please restrict telephone support calls to critical problems and reasonable hours.