



GenWatch3[®]
GW_ATIA Module
Software Version 2.12
Module Book

GenWatch₃

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Support

Customer satisfaction is our number one priority at Genesis. We are here to provide you with the best software possible, and we want to know when you have any questions, concerns or problems with GenWatch3 so that we can make it a better product for everyone.

Refer to the *Troubleshooting & Support* section of the GenWatch3 Manual Shell (Book 600-2.12.0-AA.1) for complete support and contact information.

Document History

Revision	Description	Author
2.0.2	Initial Release	JAW
2.0.3	Revision before Release	JPS
2.0.4	Described new <i>Source</i> option and updated screenshots	JAW
2.0.4	Added screenshots showing differenced between the two Source options.	
2.0.4	Added two thumbnail screenshots to show options available when GenGET or Zone Controller are selected.	KIH
2.0.5	Added section on Raw Data Archive Options and edited for style consistency.	REB
2.0.5	Bug 4834 – RawData Path Correction	KIH
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2.6	Revisions Before Release	CWF
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2.12	Revisions Before Release	ATG

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Goals

This manual provides instructions on creating and managing GW_ATIA connections. If you have already read the ATIA Quickstart Guide (GenWatch3 GW_ATIA Quickstart Book.htm), then you are familiar with the high-level functions of the GW_ATIA module. This document will provide further detail on the setup and maintenance of GW_ATIA connections.

Who Should Read This Manual?



This manual is intended for an audience of Motorola system administrators. In-depth knowledge of your Motorola system is required to complete many of the steps in this manual.

How This Manual Is Organized

This manual is organized as follows:

- **Overview:** Describes the GW_ATIA module and its role in the GenWatch3 solution.
- **Managing Connections:** Describes how to create and manage GW_ATIA connections.
- **Filtering ATIA Data:** Describes how to create a packet filter for an ATIA connection.

This manual contains the following images, used to indicate that a segment of text requires special attention:

-  **Additional Information:** Additional information is used to indicate shortcuts or tips.
-  **Warning:** Warnings are used to indicate possible problem areas, such as a risk of data loss, or incorrect/unexpected functionality.

This chapter defines the GW_ATIA module and its role in the GenWatch3 product.

This chapter contains the following sections:

- **What is the GW_ATIA Module:** Defines the GW_ATIA module and its role in the GenWatch3 solution.

What is the GW_ATIA Module?

The GW_ATIA module receives and decodes packets from one or more packet sources. Packet sources include:

- GenGET 7.0+ Data Readers
- GenGET 7.0+ Data Processors
- Zone Controller ATIA ports

GenGET Data Readers are attached to the ATIA port of a SmartZone or Dimetra Motorola trunked radio system. Each ATIA connection provides ATIA data for a Motorola trunked radio RFSS (1 or more sites).

Each GenGET Data Reader or Data Processor is accessed via a GenWatch3 GW_ATIA connection. The GW_ATIA GUI allows you to manage each GW_ATIA connection. The number of connections allowed within the GW_ATIA screen is restricted by your GenWatch3 license.

GW_ATIA can also bypass the GenGET layer and connect directly to the ATIA port of the Zone Controller. However, GenWatch3 does not support ATIA archiving for reporting, so in most cases the GenGET layer is suggested.




This chapter gives instructions on how to manage GW_ATIA connections.

This chapter contains the following sections:

- **GW_ATIA Connections:** Describes GW_ATIA connections.
- **Connection Properties:** Detailed description of the GW_ATIA connection properties.

GW_ATIA Connections

Each connection shown in the **Connections** list, on the left side of the GW_ATIA GUI (graphical user interface), represents a connection to a GenGET Data Reader or Data Processor or the Zone Controller's ATIA port. Connections receive ATIA packets via TCP/IP. The status of each connection is represented by a radio icon that appears in the Windows system tray (the bottom right of your desktop). The icon has the following statuses:

-  : Connection status unknown (white)
-  : Connection has received packets within the last 5 seconds (green)
-  : Connection has not received packets within the last 5 seconds (blinks between red and white background))



The ATIA stream does not send a continual stream of packets. It only sends packets when events/activities occur on the system. As such, a red light does not necessarily mean that the ATIA connection is offline or that the link is down. It could just mean that there has not been any ATIA activity for at least the last 5 seconds.

Adding a Connection

To receive packets from an ATIA packet source, you must add a GW_ATIA connection. To add a GW_ATIA connection, take the following steps:

1. Click the **Add** button: This will create a new entry in the **Connections** list. The new entry will be named something similar to 'New connection 1.' This connection will contain defaults for all of its values.
2. Select (click on) the new connection in the **Connections** list: This will show the properties of this connection.
3. Change the connection properties to the desired values.
4. Click the **Update** button.

Updating a Connection

In most cases, after you configure a GW_ATIA connection, you will not need to update it. However, you can update the GW_ATIA connection properties in case you make a data entry error, or if the settings change for some reason. To update an existing connection, take the following steps:

1. In the **Connections** list, select (click on) the connection that you wish to update: This will show the properties of this connection.
2. Update the properties that you wish to change.
3. Click the **Update** button.

Deleting a connection

In most cases, after you add a GW_ATIA connection, you will not need to delete it. However, you can delete a GW_ATIA connection in case you no longer want to monitor the connection's packet source. To delete an existing connection, take the following steps:

1. In the **Connections** list, select (click on) the connection that you wish to delete: This will show the properties of this connection.
2. Click the **Delete** button: This will result in a confirmation prompt.
3. Click **Yes**.



When the maximum number of ATIA connections has been reached the Add button will be disabled and information showing the current number of connections with the number of connections that are licensed.

Connection Properties

Each GW_ATIA connection represents a set of properties. These properties are defined in detail below.

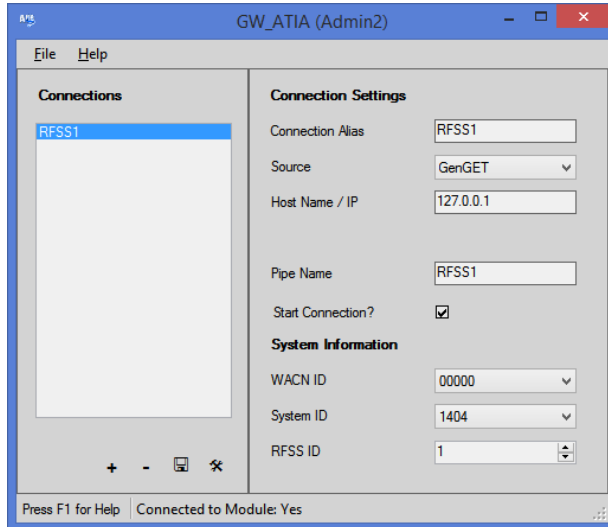


Figure 2.1 – GW_ATIA Screen for GenGET Source

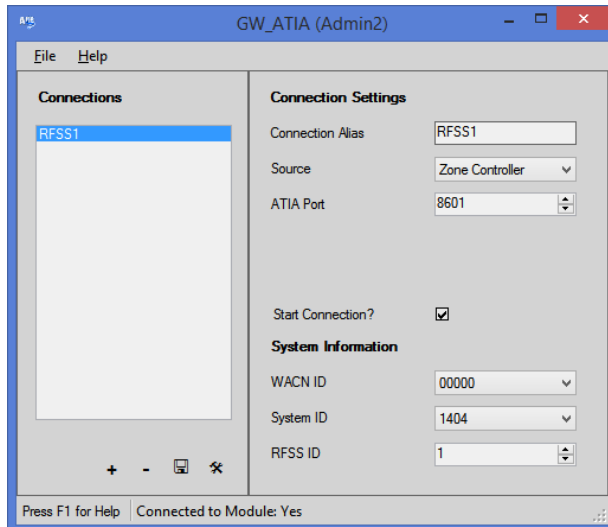


Figure 2.2 – GW_ATIA Screen for Zone Controller Source

Connection Settings

- **Connection Alias:** A name that describes this connection.
- **Source:** One of the following options:
 - **GenGET:** Select this option to connect to a GenGET 7.0+ Data Reader or Data Processor
 - **Zone Controller:** Select this option to connect directly to the Zone Controller's ATIA port.
- * **Host Name / IP:** Host Name or IP Address of the machine running the GenGET Data Reader.
- * **Pipe Name:** The pipe name assigned to the GenGET Data Reader or Data Processor during the GenGET setup.



The default pipe name will usually be RFSSX, where 'X' indicates a RFSS ID set up in the GenGET setup utility. For example, a GW_ATIA connection to RFSS 1 would use a pipe name of 'RFSS'. Confirm the **HostName / IP** and **Pipe Name** values with the values configured in your GenGET setup.

- ** **ATIA Port:** TCP port number of the Zone Controller's ATIA port.
- **Start Connection:** If checked, then the GW_ATIA module will start this connection when the GenWatch service is started. If you want to retain the settings for a connection, but do not want to receive packets from the connection, uncheck this option. In most cases, this option should be checked.

* - Only available for GenGET source connections (see Figure 2.1)

** - Only available for Zone Controller source connections (see Figure 2.2)

System Information

- **WACN ID:** 5-digit hexadecimal WACN ID assigned by Motorola to your infrastructure. (These values are limited to the WACN IDs in your license.)
- **System ID:** 4-digit, hexadecimal system ID assigned by Motorola to your infrastructure. If you have a 5-digit Motorola system ID, use only the last 4 digits. (These values are limited to the systems in your license under the selected WACN ID.)
- **RFSS ID:** Numeric RFSS ID (1-64). This is the ID of the Zone controller being connected to.

Roaming Information

As of ATIA 7.13 home system information is included for activity involving radio IDs and talkgroups that have roamed onto the system. In order to prevent ambiguity between these roaming (foreign) IDs on the home system, GenWatch3 fully qualifies these IDs by their home (fixed) WACN and System IDs. Foreign radio IDs and talkgroups show a display ID in the format <WWWWW><SSS><00000000> where:

<WWWWW> = Hexadecimal Fixed WACN ID

<SSS> = Hexadecimal Fixed system ID

<00000000> = Fixed radio or talkgroup ID padded out to 8 places.

In Alias, these fully qualified radio IDs and talkgroups are dynamically added under the local WACN and system. This allows statistical tracking of the airtime used by these resources.

The display ID described above is used throughout GenWatch3. However, it is important to note how GenWatch3 derives the decimal value of a foreign radio ID or talkgroup (shows as the ID or Talkgroup in the packet details of Activity). The decimal value is derived by the following formula:

<Fixed WACN ID in decimal> * 2^{36} + <Fixed System ID in decimal> * 2^{24} + <Fixed Radio or Talkgroup ID>

For Reference: $2^{36} = 68,719,476,736$ and $2^{24} = 1,6777,216$

This chapter gives instructions on how to manage GW_ATIA connection filters.

This chapter contains the following sections:

- **What are Connection Filters?:** Describes the GW_ATIA connection filter.
- **Why Would I Create Connection Filters?:** Explains how connection filters can be used to offload monitoring and reporting to agencies.
- **Loading the Advanced Options Screen:** Instructions on how to load the GW_ATIA Advanced Options screen.
- **Connection Filter Options:** Instructions on managing the GW_ATIA Connection Filter.

What are Connection Filters?

Each GW_ATIA connection allows packet filtering based on groups assigned to a GenWatch3 user. Information that is filtered out on this level is not passed to the rest of the GenWatch3 modules. If a filter is set up, then only packets that reference groups (multigroups and/or talkgroups) selected in the user's groups or radio IDs that reference this group as their Default Group are included.



NOTE: Default groups are assigned to radio IDs in the GW_Alias module GUI.

This means that packets such as system status and diagnostic are not passed on to the rest of the modules, because these packets do not reference groups or radio IDs.



If you wish to filter at this level, it is best to create a new GenWatch3 user that is used only as the Filter User.

Why Would I Create Connection Filters?

Connection filters are designed to allow system owners to offload the GenWatch3 monitoring and reporting capabilities onto agencies. In these installations, system owners would install and set up GenWatch3. During the setup an 'Agency A' GenWatch3 user is defined, containing only the groups available to that agency. This GenWatch3 user is used for the connection filter.

In the end, only the system owners know the logins that would allow changes to the GenWatch3 users. The system owners also create various GenWatch3 users to be used by Agency A. Agency A is now allowed to monitor and report on only the groups and radio IDs used by their agency.

Loading the Advanced Options Screen

To load the *Advanced Options* screen, take the following steps:

1. Load the GW_ATIA GUI.
2. In the **Connections** list, click on a connection: This will show the properties of this connection and enable the **Options...** button (bottom left of the screen). You must be logged in as a user whose role contains the **SetupFilters** privilege for the GW_ATIA module in order to see the **Options...** button.
3. Click the **Options...** button: This will show the *Advanced Options* screen.



Figure 3.1 – Advanced Options Screen



In addition to this filter, there is also an infrastructure filter. The infrastructure filter limits what you receive based on your license. The difference is that the infrastructure filter will pass individual activity (private and interconnect calls) through, while filters defined here (via an attachment list associated with a user) will not.

Connection Filter Options

Each GW_ATIA connection has a single Connection Filter. The list below describes the connection filter options:

- **No Filter:** If selected, then all packets will be passed to the GenWatch3 modules, regardless of radio ID or group (this option is only available if you are not licensed for a fixed number of groups).
- **Filter:** If selected, GenWatch3 will only process packets with a group or radio ID matching ones defined in the Filter User's groups.
- **Filter User:** User whose Group Filter settings will be used to filter ATIA packets. When you select a Filter User, the tree below the Filter User shows the group and radio IDs that are allowed by the selected user.
- **License Threshold:** Two labels at the bottom of the Connection Filters screen indicate how many groups you are licensed for and how many groups the selected user includes. If you are licensed for a fixed number of groups, you cannot select a Filter User whose Group Filter settings include more groups than are included in your license.
- **Raw Data Archive Option:** This option allows you to choose how long the GenWatch3 raw data files remain on your GenWatch3 computer.
 - **Do Not Archive:** GenWatch3 should not archive raw data files.
 - **Archive for 1 Week:** GenWatch3 should archive one week's worth of raw data files.
 - **Archive for 2 Weeks:** GenWatch3 should archive two weeks' worth of raw data files.
 - **Archive for 5 Weeks:** GenWatch3 should archive five weeks' worth of raw data files. (default)

More on Raw Data Files

GenWatch3 stores raw data files on your GenWatch3 computer. Genesis and Motorola support personnel use these files to help diagnose control channel decode issues you may have with GenWatch3.

By default, GenWatch3 will keep five weeks (2-20 GB depending on RFSS activity) worth of raw data files per GW_ATIA connection. You may wish to conserve hard drive space by choosing to only keep one week's worth of raw data files. We suggest you keep a full two weeks, just in case it takes you a while to notice a control channel decode issue.

These raw data files are stored in the following directory:

ProgramData\Genesis\GenWatch3\RawData\ATIA\<SystemId>\<RFSSId>

In the default GenWatch3 installation directory on Vista, if the System ID is 1404 (5124 in decimal), the RFSS Id is 1, the GenWatch3 raw data directory is:

C:\ProgramData\Genesis\GenWatch3\RawData\ATIA\5124\1

The files in this directory are in the following format:

GW3_<year><month><day>_<hour>.RAW


The raw data file for the 3:00pm hour on 10/12/2010 would be:

GW3_20101012_15.RAW

Changing the Raw Data File Directory

Changing the GenWatch3 raw data directory is usually a bad idea. Support personnel will find it convenient if these files are always in the same place. However, if you have a small partition (small disk space) on drive C, you may wish to move this archive operation to another drive. To change the raw data file directory, take the following steps:

1. Browse to the GenWatch3 data directory. By default this folder is *C:\ProgramData\Genesis\GenWatch3*.
2. Double-click on the following file: *GenWatch3.config*: This may result in a dialog asking you to choose an application to use to open this file. In this case, choose Microsoft Notepad.



```
<Settings>
  <ServerName>WILBUR</ServerName>
  <GW3ServerName>WILBUR</GW3ServerName>
  <RawDataFilePath>C:\ProgramData\Genesis\GenWatch3\RawData</RawDataFilePath>
  <ThrottleRate>200</ThrottleRate>
  <LicensePath>C:\Genesis\GenWatch3</LicensePath>
  <MaxDatabaseSize>9000</MaxDatabaseSize>
</Settings>
```

Figure 3.2 – GenWatch3.config File

3. Change the value in the `<RawDataFilePath></RawDataFilePath>` tag to the desired raw data file path. (i.e. *E:\RawData* or *D:\RawData*). Make sure the path you choose is a valid hard drive, not a CD-ROM or DVD drive)
4. Click **File**→**Save** to save your changes.
5. GenWatch3 may take up to one hour to recognize this change.
6. If you wish to expedite this change, you can do so by updating an existing GW_ATIA connection in the GW_ATIA screen. (i.e. selecting a connection in the GW_ATIA screen's GW_ATIA **Connections** List and clicking the **Update** button)



Warning: Make sure you only change the RawDataFilePath tag. Changing GenWatch3.config tags in other areas can cause your computer to become unstable or even unusable. When in doubt, ask for assistance from your IT department or Genesis support.