



GenWatch3®
GW_GenIB
Software Version 2.15
Module Book

GenWatch₃

600-2.15.0-QQ.1
1/2/2018

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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 this manual for complete support and contact information.

Document History

Revision	Description	Author
2.0.6	Initial Release	JAW
2.2	Revisions Before Release	CWF
2.3	Revisions Before Release	CWF
2.4	Revisions Before Release	CWF
2.5	Revisions Before Release	CWF
2.6	Revisions Before Release	CWF
2.7	Revisions Before Release	JAW
2.8	Revisions Before Release	WRK
2.9	Revisions Before Release	CWF
2.10	Revisions Before Release	JPS
2.11	Converted to Docx format	CWF
2.12	Revisions Before Release	REB
2.13	Revisions Before Release	ATG
2.14	Revisions Before Release	JAW
2.15	Revisions Before Release	REB

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Goals

This manual provides instructions on creating and managing controllers, agents and features.

Who Should Read This Manual?



This manual is written for the intended audience of novice to mid-level trunked radio system users and novice to mid-level PC users. If your GenWatch3 installation is licensed for GW_GenIIB and you are responsible for setting up these controllers, you should read this manual.

How This Manual Is Organized

This manual is organized as follows:

- **Overview:** Defines the GW_GenIIB module and GW_GenIIB graphical user interface (GUI) and gives instructions on creating and managing controllers, agents and features.

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_GenIIB module and the GW_GenIIB GUI and gives instructions on managing controllers, agents and features.

This chapter contains the following sections:

- **What is GW_GenIIB?:** Defines the GW_GenIIB module and GW_GenIIB GUI.
- **GenIIB Controllers:** Describes properties of the GW_GenIIB controllers and how to manage them.
- **GenIIB Agents:** Describes properties of the GW_GenIIB agents and how to manage them.
- **GenIIB Features:** Describes properties of the GW_GenIIB features and how to manage them.

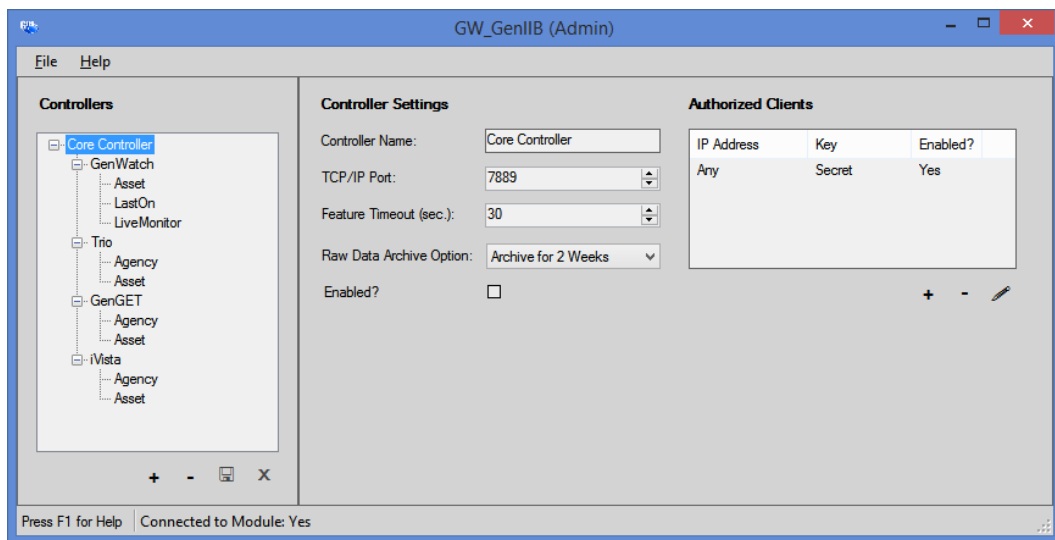


Figure 1.1 – GW_GenIIB GUI

What is GW_GenIIB?

The GenWatch3 GW_GenIIB module manages controllers. Managing these controllers includes:

- Accepting and maintaining connections from GenIIB compliant clients.
- Reporting connection and session-related errors to the event log.
- Logging messages that are sent to and received from GenIIB clients.

These are just a few of the functions of the GW_GenIIB module. Most of its functions are transparent to GenWatch3 users.

The GW_GenIIB GUI (Figure 1.1 above) allows you to manage controllers. Controllers reside in the GW_GenIIB module and provide a TCP/IP connection to one or more GenIIB compliant clients. Through this screen you can:

- Add a new controller.
- Update an existing controller, agent or feature.
- Delete an existing controller.

These options are discussed in detail within the sections below.

GenIIB Licensing

The following options are limited by the GenIIB section of the GenWatch3 license.

- Controller types, including:
 - Core
 - Number of simultaneous clients
 - MCM
 - Number of simultaneous clients
- Agent types, including:
 - GenWatch
 - Trio
 - iVista
 - GenGET
- Feature types, including:
 - Agency
 - Asset
 - LastOn
 - LiveMonitor
 - Number of simultaneous LiveMonitor radios
 - Maximum LiveMonitor duration
 - Pmi
 - Cad

Managing GenIIB Controllers, Agents and Features

GenIIB controllers provide the following functions:

- Accepting and validating GenIIB compliant clients.
- Archiving messages sent to and from GenIIB compliant clients via raw data files.
- Dispatching GenIIB client requests to each enabled and licensed feature targeted in a request.

Controller Settings

Each GenIIB controller offers the following settings:

- **Controller Name:** Alias of the controller, used to identify the controller among other controllers.
- **TCP/IP Port:** TCP/IP port on which this controller accepts client connection.
- **Feature Timeout (sec.):** Each request sent by a client may target more than one GenIIB feature. GenIIB will await a response from each feature before sending a response back to the client. If a request spends more than this amount of time waiting for a response, a timed out response is sent back to the client. See the *GenIIB Technical Requirement Specification* document for more information. If you are licensed for the CAD feature, we suggest 45+ seconds on this option to allow for the long timeouts some systems allow for radios to answer the Request Radio Affiliation request.
- **Raw Data Archive Option:** Determines how long raw data files are kept for this controller. See the *More on Raw Data Files* section below.
- **Enabled:** Indicates if the controller should be started. If a controller is not started, its agents and features do not accept GenIIB requests or process GenWatch3 packets.
- **Authorized Clients:** List of IP addresses and corresponding keys (passwords) used to validate clients that connect to GenIIB. See the *Managing Authorized Clients* section below.

Adding a New Controller

To add a new GenIIB controller, follow the steps below:

1. Click the **Add** button: If you are licensed for more than one controller type, this will result in the *Controller Type selection* window. In this case, choose the type of controller you would like to add and click the *OK* button: This will create the controller structure in the tree above the Add button.
2. Update the controller, agent and feature properties. Make sure to enable the controller and each desired agent and feature.
3. Click the **Update** button to add the new controller. To cancel adding the new controller, click the **Cancel** button.

Updating an Existing Controller

After you setup a GenIIB controller, the properties of that controller are usually static (do not change). If for any reason you need to change the properties of a controller (TCP/IP port needs to be changed, the **Controller Name** has a typo, etc.) take the following steps:

1. Select the controller that you wish to update from the **Controllers** list:
This will show the properties of this controller in the **Controller Settings** panel.
2. Update the settings that you wish to change.
3. Click the **Update** button: This will save your changes and inform the GW_GenIIB module of the changes. If you wish to cancel this update, click the **Cancel** button.

Deleting an Existing Controller

If you ever need to delete an existing controller (in case a connection is no longer valid, etc.), take the following steps:

1. Select the controller that you wish to delete from the **Controllers** list:
This will show the properties of this connection in the **Controller Settings** panel.
2. Click the **Delete** button: This will show the dialog shown in Figure 1.2.

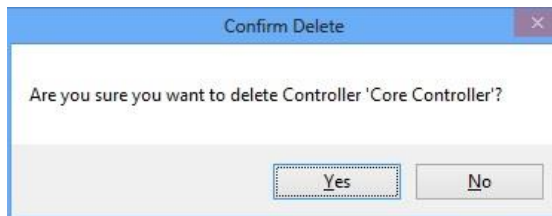


Figure 1.2 – Delete Confirmation

3. Click **Yes** to delete the connection. Click **No** to cancel the delete.

Managing Authorized Clients

GenIIB acts as a TCP/IP host, accepting connections from one or more TCP/IP clients. When a client connects to GenIIB it is validated using the list of authorized clients. Each authorized client entry contains the following settings:

- **IP Address:** IP address of the client. If you would like to accept connections from any IP address, use the value *Any*.
- **Key:** Key that must be presented by the client. This key is case sensitive.
- **Enabled?:** Checked if this authorized client is enabled.



The number of authorized clients is limited by your license. To purchase additional authorized clients, please contact your GenWatch3 sales.



The communication interface used from and to accepted clients can be found in the *GenIIB Technical Requirement Specification* document.

Authorized Client Validation

In order to send requests to GenIIB, an authorized client must perform the following steps:

1. From an IP address on an enabled entry in the Authorized Clients list, connect to the GenIIB **TCP/IP Port** on the machine that is hosting the GenWatch3 service.
2. Send a Registration packet, including the Key from the Authorized Client entry corresponding to the client's IP address.

Agent Settings

Each GenIIB agent offers the following settings:

- **Enabled:** Indicates if the agent should be started. If an agent is not started, its features do not accept GenIIB requests or process GenWatch3 packets.

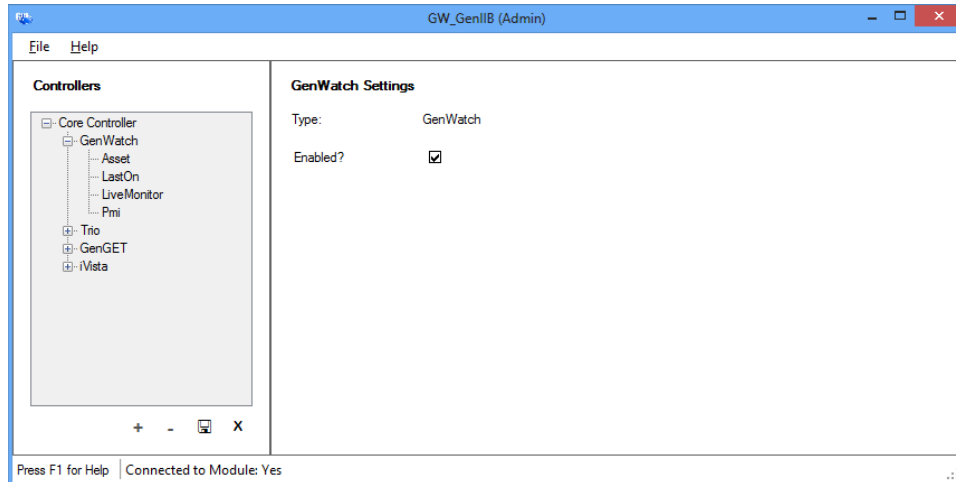


Figure 1.3 – Agent Settings

Updating an Existing Agent

To change the properties of an agent, take the following steps:

1. Select the agent that you wish to update from the **Controllers** list: This will show the properties of this agent in the **Agent Settings** panel.
2. Update the settings that you wish to change.
3. Click the **Update** button: This will save your changes and inform the GW_GenIIB module of the changes. If you wish to cancel this update, click the **Cancel** button.

Feature Settings

Features may include the following options:

- **Enabled:** Indicates if the feature should be started. If a feature is not started, it does not accept GenIIB requests or process GenWatch3 packets.
- **Server Name:** Name of the machine hosting the SQL database service.
- **Instance Name:** Instance name of the SQL database.
- **Authentication:** Type of authentication to use to connect to the SQL database. These include:
 - **Windows:** Use the Windows account that the GenWatch3 service is running under to perform SQL commands.
 - **Sql:** Use the User Name and Password provided below to perform SQL commands.

The Windows or SQL user account must have the following privileges on the SQL database:

- Access
- Read
- Write
- Execute stored procedures
- **User Name:** User name to use to connect to the SQL database when using SQL authentication.
- **Password:** Password to use to connect to the SQL database when using SQL authentication.

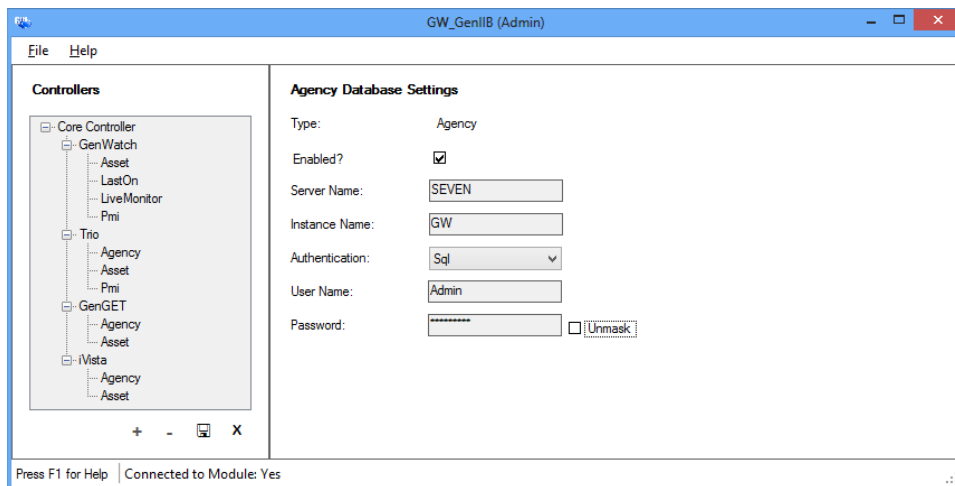


Figure 1.4 – Feature Settings

Updating an Existing Feature

To change the properties of a feature, take the following steps:

1. Select the feature that you wish to update from the **Controllers** list: This will show the properties of this feature in the **Feature Settings** panel.
2. Update the settings that you wish to change.
3. Click the **Update** button: This will save your changes and inform the GW_GenIIB module of the changes. If you wish to cancel this update, click the **Cancel** button.

Additional Setup

GenGET - Agency

If your GenIIB license includes GenGET Agency, the GenGET database specific in the GenGET Agency Database settings requires the following setup:

- In SQL security, the account under which the GenWatch3 service is running must be granted execute privileges on the following stored procedures:
 - GenIIB_MCM_AgencyRemove
 - GenIIB_MCM_AgencyUpsert
 - GenIIB_MCM_GetAgencyUniq
 - UpsertAgency

GenGET - Asset

If your GenIIB license includes GenGET Asset, the GenGET database specific in the GenGET Asset Database settings requires the following setup:

- In SQL security, the account under which the GenWatch3 service is running must be granted execute privileges on the following stored procedures:
 - GenIIB_MCM_AssetRemove
 - GenIIB_MCM_AssetUpsert
- The Omni table in the GenGET database must contain an entry for each system used in GenIIB requests. The SystemID column of this table stores the four-digit hexadecimal value of the system ID.

GenGET – PMIPolling

If your GenIIB license includes GenGET PmiPolling, the GenGET database specified in the GenGET PMI Polling Database settings requires the following setup:

- In SQL security, the account under which the GenWatch3 service is running must be granted execute privileges on the following stored procedure:
 - Resources.Dags.MergeByIDs
- The Omni table in the GenGET database must contain an entry for each system used in GenIIB requests.
 - The SystemID column of this table stores the four-digit hexadecimal value of the system ID (not padded by 0s). This is the System ID selected in the PMI connection in the Connect module.
 - The LACN column of this table stores the numeric value of the WACN. This is the WACN ID selected in the PMI connection in the Connect module.

iVista - Agency

If your GenIIB license includes iVista Agency, the iVist database specific in the iVista Agency Database settings requires the following setup:

- In SQL security, the account under which the GenWatch3 service is running must be granted execute privileges on the following stored procedures:
 - SP_Agency_GenIIB_MCM_CreateOrUpdate
 - SP_Agency_GenIIB_MCM_DeleteUpsertAgency

iVista - Asset

If your GenIIB license includes iVista Asset, the iVist database specific in the iVista Asset Database settings requires the following setup:

- In SQL security, the account under which the GenWatch3 service is running must be granted execute privileges on the following stored procedures:
 - SP_Agency_GenIIB_MCM_AddOrUpdateRadio
 - SP_Agency_GenIIB_MCM_DeleteRadio

Pmi

If you are upgrading your license to include the Pmi feature, any controllers existing before the upgrade will not have the feature available. Only controllers created after the license contains the feature will have the option available. When upgrading to include the Pmi feature it is best to delete the existing controller(s) and re-create the controller(s) after the new license is in place.

More on Raw Data Files

GenIIB stores raw data files on your GenWatch3 computer. Support personnel use these files to help diagnose client/controller communication issues.

By default, GenWatch3 will keep two weeks' worth of raw data files. The size of these files will differ greatly, based on how many messages are sent between GenIIB and its client(s). 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 the maximum five weeks, just in case it takes you awhile to notice a client/controller communication issue.

Raw data files are stored in the following directory:

ProgramData\Genesis\GenWatch3\RawData\GenIIB\<Controller Name>\<Controller Port>

In the default GenWatch3 installation directory, if the controller name is **Core**, and the port is 9898, the GenIIB raw data directory is:

C:\ProgramData\Genesis\GenWatch3\RawData\GenIIB\Core\9898

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 installation 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 1.5 – 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_GenIIB connection in the GW_GenIIB screen. (i.e. selecting a connection in the GW_GenIIB screen's GW_GenIIB **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.