GW3-TRBO®

00-2.17.10-H.1

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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 GW3-TRBO so that we can make it a better product for everyone.

Refer to the *Troubleshooting & Support* section of the GW3-TRBO Manual Shell (Book 600-2.17.10-AA.1) for complete support and contact information.

Document History

Revision	Description	Author
2.0.5	Revision before release	TDW
2.0.5	Replaced GW3-TRBO trademark with registered trademark.	JAW
2.0.6	Updated screenshots	WRK
2.0.6.6	Revision before release	CLB
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2.3	Revisions Before Release	CWF
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2.5	Revisions Before Release	CWF
2.6	Revisions Before Release	CWF
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2.7	Clarified the purging example in the Log Purging Option section.	REB
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2.14	Revisions Before Release	JAW
2.15	Revisions Before Release	REB
2.16	Revisions Before Release	JPS
2.17	Remove references to Subscriber GPS	DEW

Table of Contents

Goals

This document describes the role and function of the Archiver module in the GW3-TRBO solution.

Who Should Read This Manual?

This manual is written for an expected audience of mid-level PC users. Reporting and archiving personnel should read this manual.

How This Manual Is Organized

This manual is organized as follows:

- **Overview:** Describes the Archiver module and options available in the Archiver graphical user interface (GUI).
- **Forensic Reporting:** Describes the process of backing up and restoring the GW3-TRBO database in order to satisfy forensic reporting needs.

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 describes the Archiver module and options available in the Archiver module GUI.

This chapter contains the following sections:
- **Terms**: Describes basic terms related to Archiver.
- **What is Archiver?:** Describes the Archiver module.
- **System ID**: Describes the Archiver system ID selection feature.
- **Packet Type Settings:** Describes the Archiver packet type settings.
- **Purging Settings:** Describes the Archiver purging settings.
- **Database Down Functionality:** Describes Archiver behavior when disconnected from the database.

Terms

- **Archiving:** Writing data to a database. This data is available through reporting.
- **Packet:** Data received from a GW3-TRBO input.
- **Decode:** The act of converting binary 0s and 1s into readable data.
- **Purging:** Deleting data from the database. This is generally based on time, where all data older than x hours, days, months, etc. is deleted. This operation frees up room in the database and allows reporting to run more efficiently.

What is the Archiver?

The Archiver module *archives decoded* GW3-TRBO input *packets* to an SQL database. The Archiver GUI allows you to manipulate the following categories of Archiver settings on a per-system basis:
- **Packet Types**: The types of packets that are archived.
- **Purging**: Options for *purging* archived data. Purging data manages the amount of hard drive space the database consumes.

System ID

This feature allows you to choose separate Archiver options for each of your licensed systems. The **System ID** list contains a system ID and alias for each of your licensed systems. Archiver's *Packet Types* and *Purging* panels show the Archiver options for the system ID selected in the **System ID** list.

Packet Type Settings

The packet type list, under the *Packet Types* tab, contains an entry for each archived packet type. If a packet type in this list is checked, then that packet type is archived to the SQL database by the Archiver module. If it is not checked, then it is not archived.
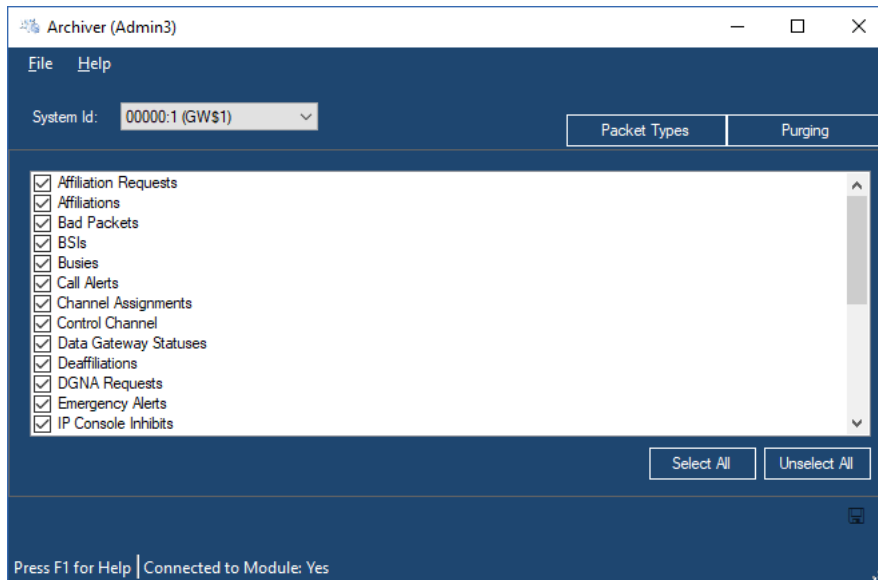
Figure 1.1 – Packet Types Options

Many of the GW3-TRBO reports rely on the data in the Channel Assignments table. If these packets are not archived, many of the reports will not show data. Genesis recommends archiving all packet types.

Generally, each packet type received by Archiver has a corresponding archive table in the database. For example, when Archiver receives a Call Alert packet, it stores this packet in the ARC_CallAlerts table. However, there are some archive tables that include a broader range of packets.

Bad Packets

Each packet that this marked as Corrupt qualifies as a Bad Packet. These are stored in the ARC_BadPackets table. Because these packets cannot be reliably decoded, Archiver simply stores their source (WACN, System, Zone/RFSS and Site) and their corruption type (see the Type column of the ARC_BadPackets table):

1. Reported Corrupt from Device
2. Previous Word was Invalid
3. Invalid structure for packet from this source
4. Orphan call activity (call continuation without a corresponding start of call)

System Events

When Archiver does not know which archive table to store a packet in, it stores the packet in ARC_SystemEvents. This table stores the packet's source (WACN, System, Zone/RFSS and Site), the packet's type, raw data and the values decoded from the raw data.

Purging Settings

Date-Based Purging

The purging settings inform the Archiver module when data should be deleted from the archive tables in the SQL database. Tables in the GW database that begin with the prefix "ARC_" are archive tables. The purging table list, in the *Purging* tab (Figure 1.2), contains an entry for each applicable archive table in the GW database.

Each table has its own separate purge setting. The Archiver module performs purging one hour after the module is started and every hour thereafter. Updating the archiving or purging settings will cause Archiver to begin a purge immediately. If a table contains records older than its purging option, then these records are permanently deleted during the hourly purging operation.

Purge duration options include:
- After 1 hour
- After 4 hours
- After 12 hours
- After 1 day
- After 2 days
- After 1 week
- After 2 weeks
- After 1 month (30 days)
- After 3 months (90 days)
- After 6 months (180 days)
- After 1 year

Your purging options should reflect your reporting needs. If your biggest report is a monthly report, then set purging to occur every 3 months. If your biggest report is a bi-weekly report, then set purging to occur every month. Regular purging will allow your reports to run more quickly.

Packet types with a purging interval of **After 2 Weeks** or longer are kept for an additional 7 days. This allows you to set the purge interval to **After 1 Month** and still have 6-7 days to run your monthly reports before data is purged.
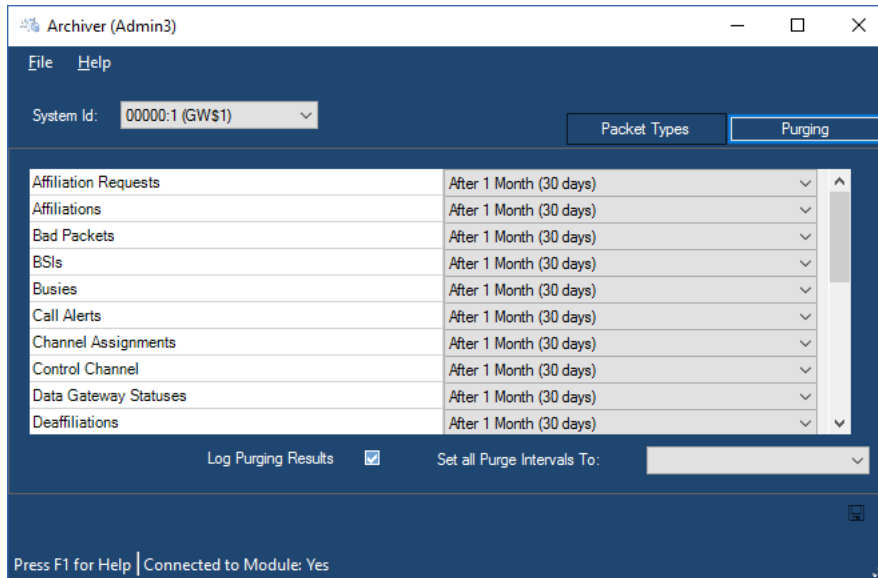
Figure 1.2 – Archiver Purging Options

Select a purge interval in the **Set All Purge Intervals To** list to set all the above purge intervals to the selected purge interval.

Log Purging Option

Each hour Archiver performs a purge operation. This operation compares the timestamp of the archived data with the current time of the GW3-TRBO machine that is hosting the GW3-TRBO service. Archiver deletes each record with a timestamp that differs from the machine time by greater than the date-based purging option selected for the record's type.

For example, if you selected **After 6 Months (180 days)** for Calls, each hour Archiver will delete each call record archived more than 187 days ago (down to the second, and including the 7 days of padding applied to all intervals greater than 2 weeks).

If the **Log Purging Results** option is checked on this window, Archiver module will report:
- When the purging operation begins.
- When the purging operation ends, reporting the results of the purging operation (number of records purged for each archive table purged).

These results will show in the Windows Event Viewer (in the GenWatch event log) and are sent via the SysLog module. See the SysLog section of the *GW3-TRBO Core Manual* for more information on SysLog.

Chapter 2 – Forensic Reporting describes how to back up data so that you can do forensic reporting on data more than your allowed archiving time period.

Skyview Connect Plus Tables Purging

Archiver stores active call, busy and diagnostic activities originating from multisite MOTOTRBO systems (such as Connect Plus, LCP and Capacity Max) in the following tables:

- SkyViewConnectPlusBusies
- SkyViewConnectPlusBusySites
- SkyViewConnectPlusCalls
- SkyViewConnectPlusCallSites
- SkyViewConnectPlusDiagnostics

The active calls, busies, and diagnostics in these tables are used to serve data to iVista.

Each hour during the purging process, Archiver purges calls and busies that have ended and diagnostics that have been cleared from these tables. Archiver also purges un-ended calls and busies older than 30 days and un-cleared diagnostics older than 90 days.

Database Down Functionality

In remote database configurations of GW3-TRBO, Archiver is designed to continue operation while the database is down or unreachable due to network issues. While the database is unavailable, Archiver queues archive records in memory and, if needed, to the disk drive. Once the database is restored, the queued records are written to the database.

As described in the previous chapter, Archiver limits the amount of time archived data is stored in the GW database. This section contains detailed instructions on how to back up data and restore backed-up data, so that you may report on data that is older than your allowed archiving time period.

This chapter contains the following sections:
- **Loading the SQL Server Management Studio Application:** Describes the steps required to load the SQL Server Management Studio application.
- **Performing a Database Backup:** Describes the steps required to perform a GW3-TRBO database backup.
- **Performing a Database Restore:** Describes the steps required to perform a restore of a GW3-TRBO database backup.

Loading the SQL Server Management Studio Application

Backups and restores are performed in the SQL Server Management Studio application. These steps are referenced in the Performing a Database Backup section and *Performing a Database Restore* sections of this chapter. To load this application, follow the steps below. These steps may vary depending on the version of SQL Server being used.

Windows 10

1. Click the Windows **Start** button. This will show the Start menu.
2. Click **Microsoft SQL Server Tools**. This will show the programs under this category.
3. Click on **Microsoft SQL Server Management Studio.** This will load the SQL Server management application.
4. The SQL Server management application will show the *Connect to Server* dialog. Enter the Server Name (GW3-TRBO database machine name), select *Windows Authentication* for *Authentication* and click the **Connect** button. This will connect you to the SQL Server instance on the selected server name.
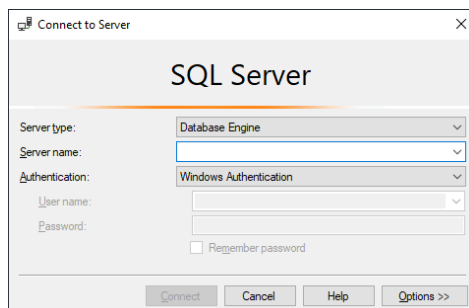

Figure 2.1 – Connect to Server dialog

Performing a Database Backup

A database backup is a snapshot of your database at a given point in time. This operation creates a copy of your database while it is still archiving data. This process will result in a single file. This file can be 3.5 gigabytes or greater in size, depending on your system activity.

It is best to store these files off-site or at least somewhere other than the GW3-TRBO machine, as they can act as a complete database backup as well as a forensic reporting archive.

To back up your GW3-TRBO database, follow the steps below:

1. Load the SQL Server management application. This is described in the *Loading the SQL Server Management Studio Application* section of this chapter.
2. In the **Object Explorer** section of the SQL Server management window, expand the **Databases** item. This will show all the databases under this SQL Server instance, including the *GW* database.
3. Right-click on the *GW* database. This will show the database options menu.
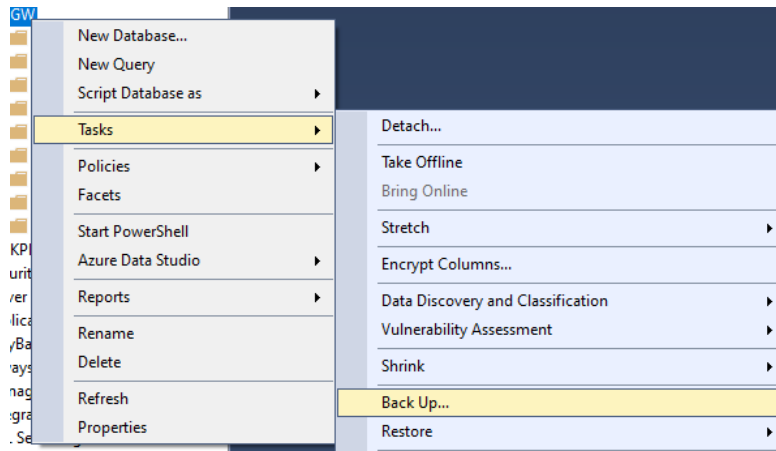4. Click the **Tasks** option. This will show the Tasks options menu.

Figure 2.2 – Tasks options

5. Click the **Backup…** option. This will show the *Back Up Database* window.
6. Under the **Backup set** section, change the **Name** to *GW-yyyy-mm* where *yyyy* is the 4-digit year and *mm* is the 2-digit month. For example, a backup performed on 12-31-2018 would be named *GW-2018-12*.

7. In the **Destination** section, click the **Remove** button. This will remove the default destination entry.
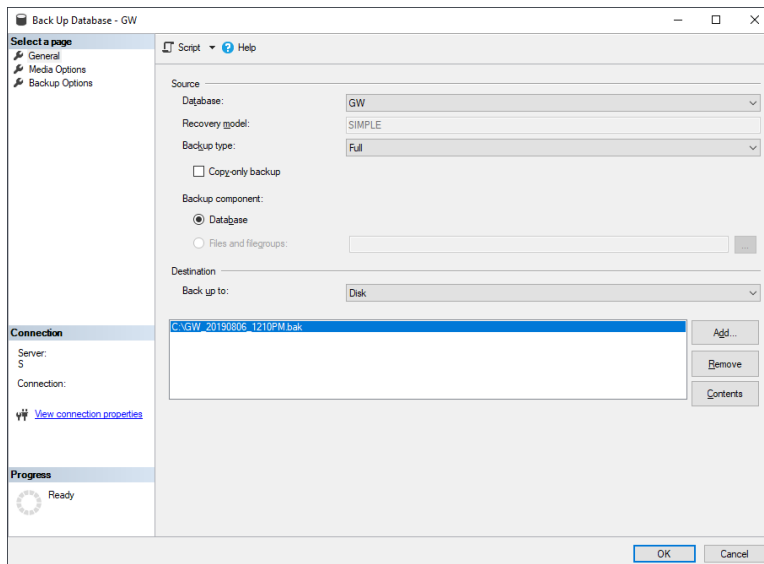

Figure 2.3 – Back Up Database dialog

8. In the **Destination** section, click the **Add…** button. This will show the *Select Backup Destination* window.
9. In the **File name** section, type the backup destination. The destination drive can be any writeable hard drive, such as local hard disk or an external hard disk. The drive must be local to this machine. Network drives are not supported. The folder that you choose must already exist on the drive that you choose. Name the backup file *GW-yyyy-mm.BAK* where *yyyy* is the 4-digit year and *mm* is the 2-digit month. For example, a backup performed on 12-31-2018 would have a destination named *GW-2018-12.BAK*.
10. Click **OK** to confirm the file name. This will close the *Select Backup Destination* window and return you to the *Back Up Database* window.
11. Click the **OK** button. This will perform the backup process. (Notice the progress of this operation in the Progress section)
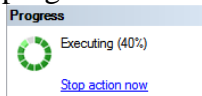
12. Once this process is complete, you are ready to move your GW3-TRBO database backup file from the destination location to an off-site location.

Performing a Database Restore

A database restore is a process used to make forensic data temporarily available for reporting. This process restores a database backup file to the GW3-TRBO machine's SQL Server instance. After a restore, you may use the Reports module to select the restored database as the data source.

❌ If you are restoring a GW database that was backed up on a different PC than you are restoring to, please see the Special Case section below.

To perform a GW3-TRBO database restore, follow the steps below:

1. Load the SQL Server Management Studio application. This is described in the *Loading the SQL Server Management Studio Application* section.
2. In the *Object Explorer* section of the SQL Server management window, right-click in the *Databases* item. This will show the Databases options menu.
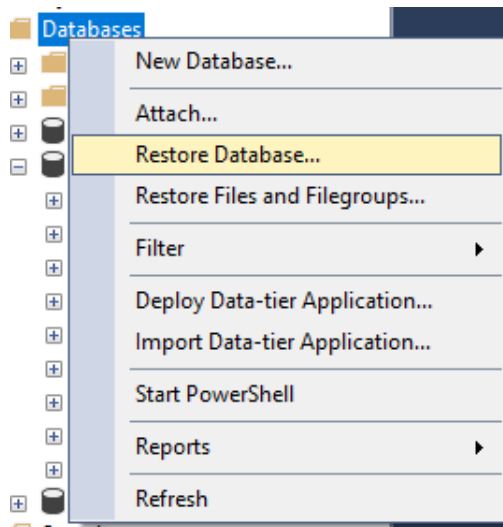3. Click the **Restore Database…** option. This will show the *Restore Database* window.

Figure 2.4 - Object Explorer

4. In the **Source** section, select the **Device** option.
5. Click the ⋯ button at the end of the **Device** option. This will load the *Select backup devices* window.
6. In the *Select backup devices* window, for the **Backup media type** option, choose **File**.
7. Click the **Add** button. This will show the *Locate Backup File* window.
8. Click on your backup file (created via the Database Backup process) and click the **OK** button. This will return you to the *Select backup devices* window.

9. Click **OK** in the *Select backup devices* window. This will return you to the *Restore Database* window and populate the *Backup sets to restore* list with one entry.

10. Verify that the checkbox in the *Restore* column of the *Backup sets to restore* list is checked.
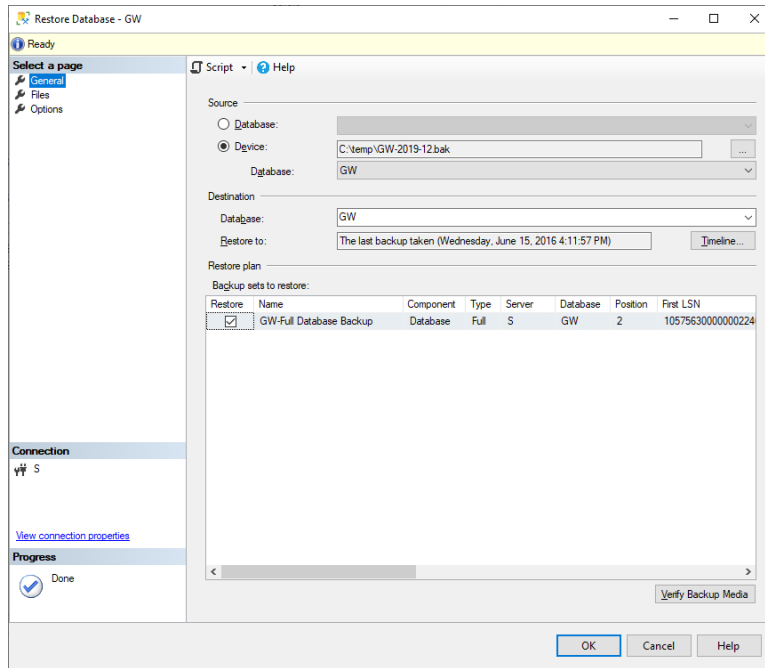

Figure 2.5 – Restore Database dialog – General page

11. Under the **Destination** section, type *GW_Restore*.

12. In the *Select a page* section, click on the **Files** item. This will show the *Files options* panel.

13. In the *Restore the database files as* section, click on the **Restore As** column for the *GW_Data* entry. This will allow you to modify the file name.

14. Change the **Restore As** file name to *GW_Data_Restore.MDF*.

15. Click on the **Restore As** column for the *GW_Data_log* entry. This will allow you to modify the file name.

16. Change the **Restore As** file name to *GW_Log_Restore.LDF*.

Ensure that the files GW_Data_Restore.MDF and GW_Log_Restore.LDF files do not already exist in the Restore As folder.
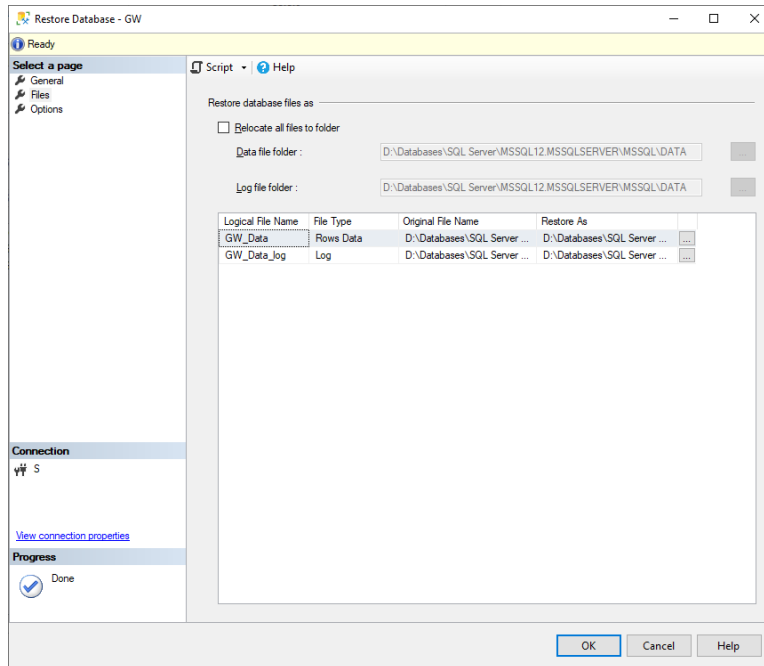

Figure 2.6 – Restore Database dialog – Files page

17. Click the **OK** button. This will perform the restore process.
18. Upon completion, SQL Server management shows a dialog stating that the restore is complete.
19. You can now choose the *GW_Restore* database as a reporting source in GW_Reports.

Special Case – Restore from One PC to Another

If you back up a GW database on one PC and restore it to another, you must perform additional setup to map the SQL Server Logins to the users in the restored database. Restoring the GW database to a machine that has never hosted the GW database will require even further setup. Please contact GW3-TRBO support for further instructions.

Restore Cleanup

Once you have completed your forensic reporting, cleanup is required. This process ensures that the next time you need forensic reporting, you can perform a restore without having to worry about pre-existing restored databases.

❌ If the Restore Cleanup process is not performed, the Restore Database process may fail.

❌ You must close the Reports GUI and all Microsoft Excel instances that reported on the GW_Restore database before performing these steps.

To perform restore cleanup, follow the steps below:
1. Load the SQL Server Management Studio application. This is described in the *Loading the SQL Server Management Studio Application* section.
2. In the **Object Explorer** section of the SQL Server management window, right-click on the *GW_Restore* database. This will show the Databases options menu.
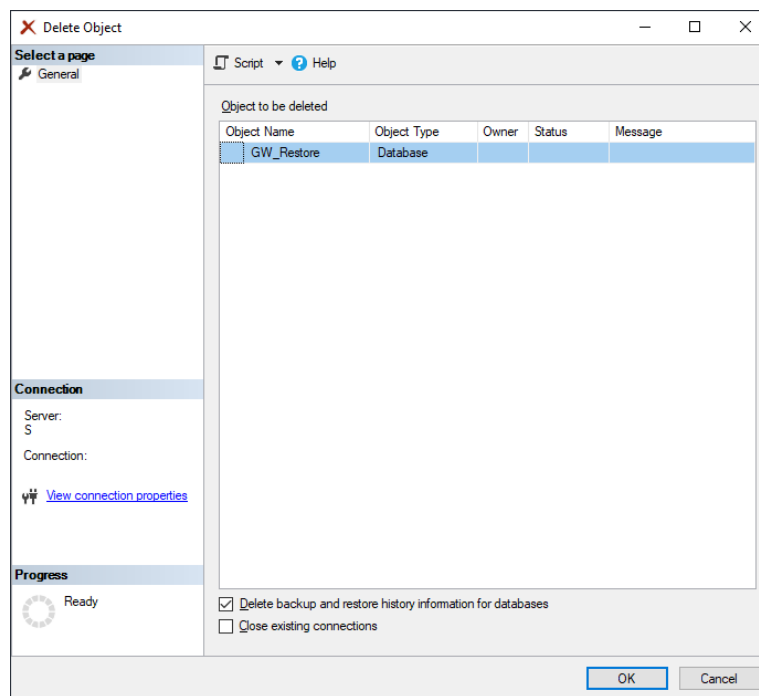3. Click on the **Delete** option. This will show the *Delete Object* window.

Figure 2.7 – Delete Object dialog

4. Uncheck the **Delete backup and restore history information for databases** option.
5. Click the **OK** button. This will detach the database from the SQL Server instance and delete the files created in the *Restore Database* process.