REVCORD

2017

AIS Installation Manual
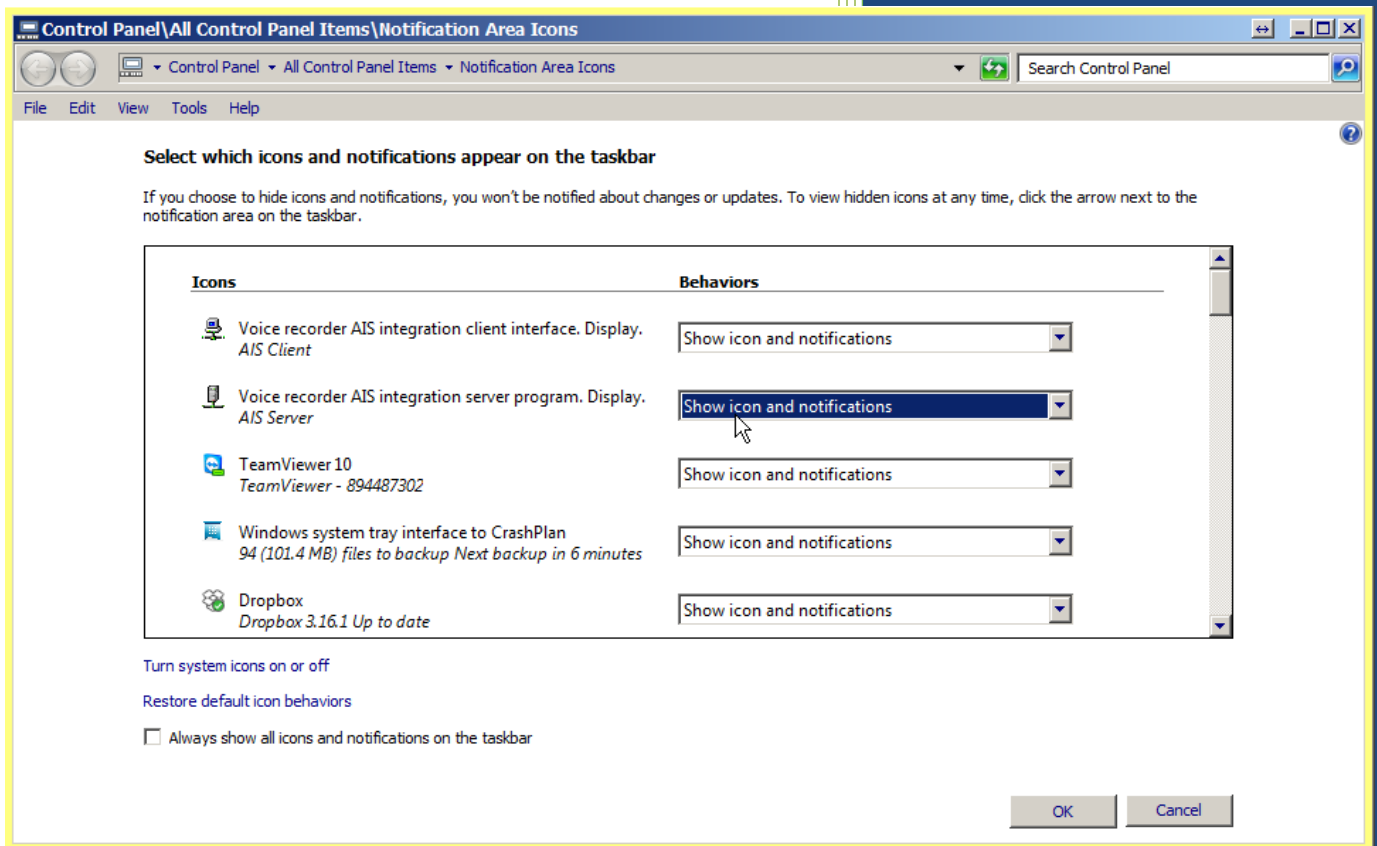
Contents

Pre-Install Data

The following information is needed prior to program installation.

- One TCP port. This port must be open through routers and firewalls between the Motorola AIS server computer and the Revcord voice recorder computer. This port is used for two-way communications.
- One UDP port per recorded talkgroup. These ports must be open through routers and firewalls between the Motorola network and the Revcord voice recorder computer. These ports are used for one-way communication from the Motorola system to the Revcord recorder.
- The IP address of the Motorola AIS computer. This is the IP as viewed from the Revcord recorder.
- A list of the talk groups or conventional channels that are to be recorded. For each talk group this can be the talkgroup number or the Motorola system's label (exact spelling). For conventional channels, this must be the Motorola system's label (exact spelling).

NOTE: Any port numbers are usable by Revcord. Revcord does not care which port numbers are used as long we are told the specific ports. With that said, Revcord recommends port 18000 for the TCP port and ports 18001 through 18200 for the UDP ports.

Items Used During Installation

- Documentation.
- AIS Installation Notes.pdf – This document.
- Email – Driver Problem.pdf – Reference document.
- FTDI_Driver_Uninstall_with_2-12-06_Install.pdf – Reference document.
- Revcord recorder computer.
- Create a directory on the Revcord recorder computer "c:\Revcord". Copy these files to this directory.
- setup_AisClient.exe
- DvsiDrivers.zip
- Motorola AIS server computer.
- Create a directory on the Motorola AIS server. "c:\Revcord". Copy these files to this directory.
- setup_AisServer.exe
- dll_AisServer.zip

AIS Server Installation

This document section details installation of Revcord software on the Motorola AIS Server computer.

Install program files. From the c:\Revcord directory, run the installation program "setup_AisServer.exe". The program is very simple. Answer questions and click as needed.

Verify that the previous step automatically created a new directory. "c:\Program Files (x86)\Revcord\AisServer". Go to this directory. There should already be some files in that directory.

NOTE: The path of this directory may vary depending on the version of the Windows operating system.

Copy the file "dll_AisServer.zip" to the directory verified in the previous step. Unzip the file depositing all un-zipped files in that same directory. There are over 100 new files total.

Run the AisServer-Display.exe program. This can be accomplished by looking in the start menu for the entry "AIS Server". Click that specific Start menu entry.

The program does not initially display a window. Instead the program shows an icon in the system tray. NOTE: The icon is a grey server computer on a network. See picture below.


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.

Open the "Customize" window and find the entry "Voice recorder AIS integration server program. Display. AIS Server". (In the picture below, see the highlighted blue line.) To the right of that entry, select "Show icon and notifications". The icon should then appear in the system tray.
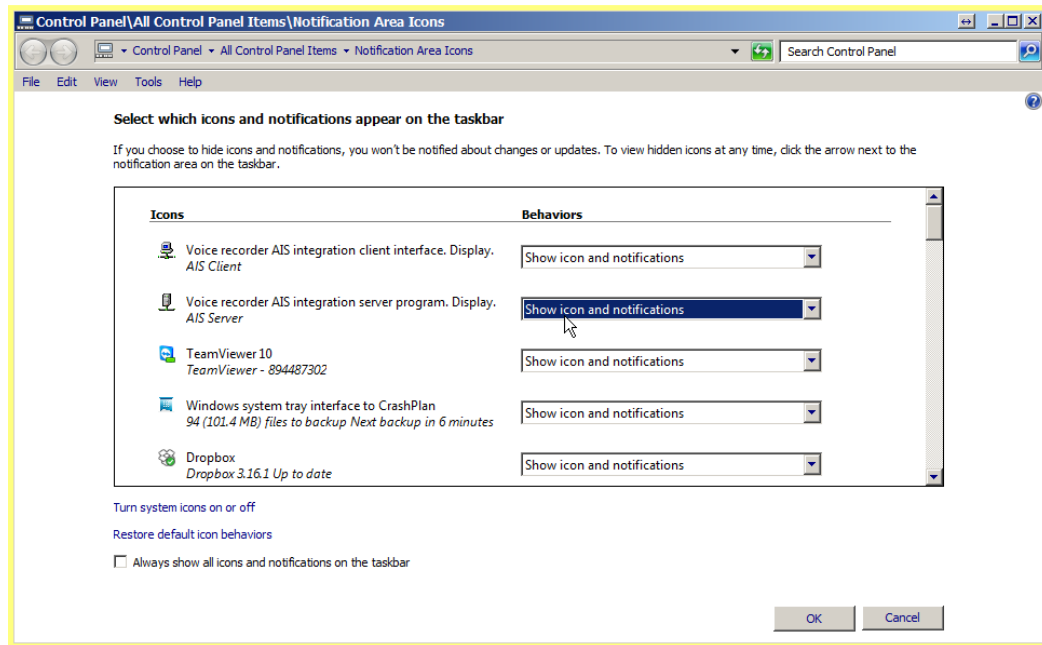
Access the display program. Right click on the system tray icon (gray tower computer on a network). A menu should appear. See picture below.
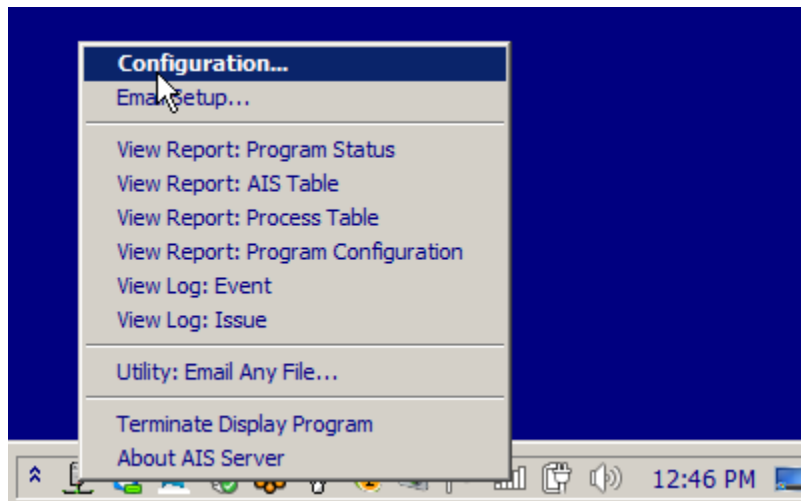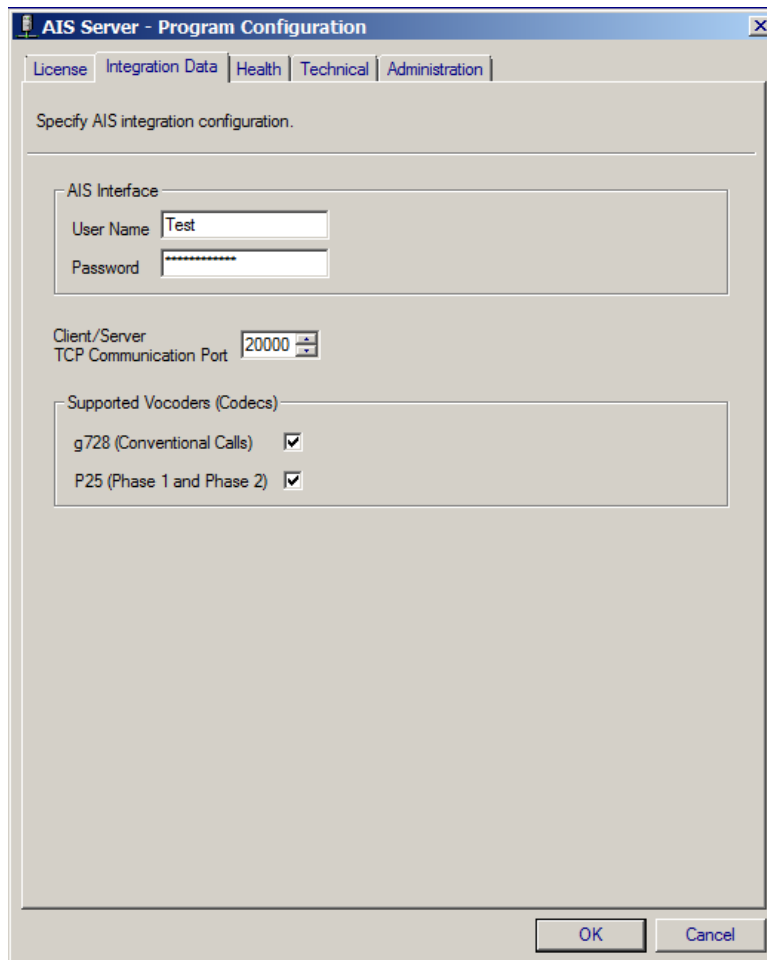

From the system trey icon menu select "Configuration…" A new window should appear. See picture below.

Select the "Integration Data" tab. See picture below.

Enter the AIS Interface "User Name" and "Password". This is a user and password on the Motorola system. It is similar to a dispatcher user and password.

Enter the TCP Communications Port. This the TCP port used to transfer data between the server and the client.

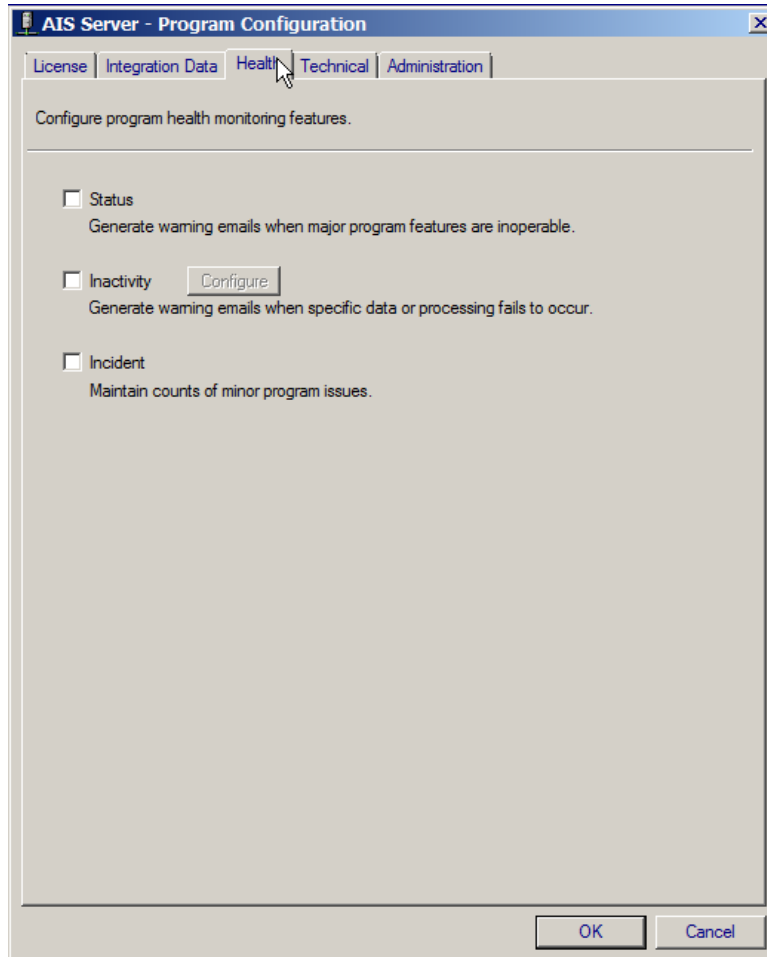Make sure that "g728" and "P25" check boxes are both CHECKED.

Select the "Health" tab. See picture below.

Make sure all checkboxes are all UNCHECKED.

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

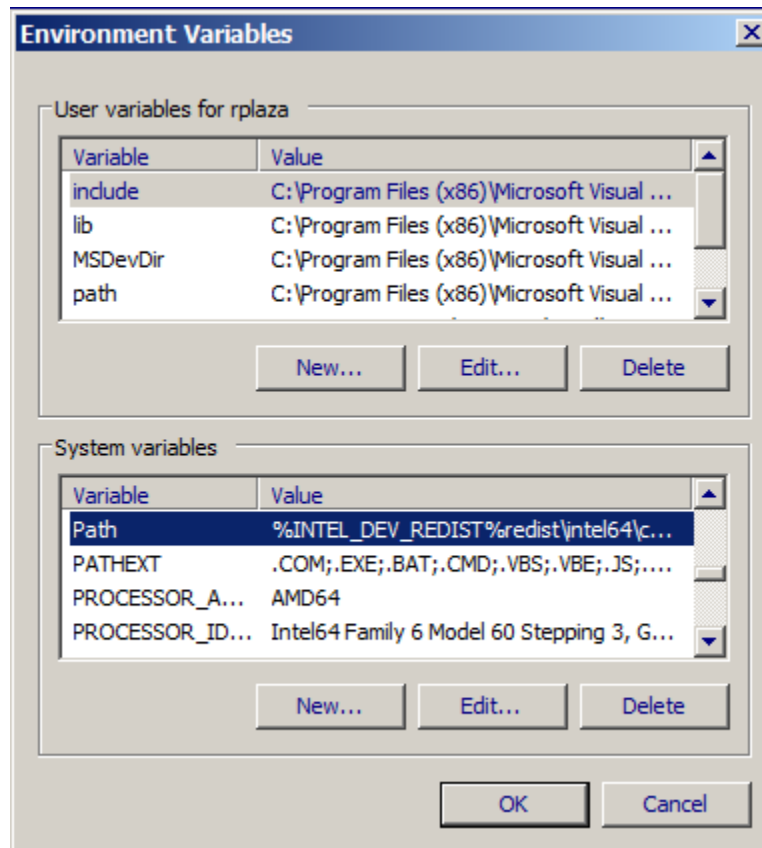Add the Revcord directory to the PATH system variable.

Left click "Start".

Right click "Computer" and select the "Properties" menu entry.

Along left side click the "Advanced system settings" entry.

Select the "Advanced" tab. See picture below.

At the bottom of the window, click the button "Environment Variables…" A new window will appear. See picture below.

In the lower half of the screen in the "system variables" section. Scroll down and highlight the "Path" line. Click the "Edit" button. A new small window should appear. See picture below.
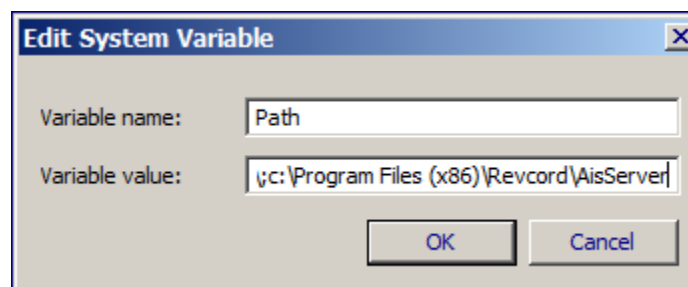
Be sure to keep all existing text in the edit area. Scroll to the end of the line and append new additional text.

First insert a semi-colon separator, ';'. Then append the Revcord path text "c:\Program Files (x86)\Revcord\AisServer".

NOTE: This path may vary depending on the version of the Windows operating system.

AIS Server – Starting the Program

From the Start menu directly or from the Start menu's "Revcord" directory, select "Program Monitor". A new window will appear.

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.

After install is complete, verify that the "Startup Method" is set to "Automatic at Bootup".

Press the "Start" button to start the program. No other work is necessary

Revcord's main processing 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.

The AIS Server program runs as a background task, a "service". It will start automatically every time the computer is booted. Normally, there is no need for any operator intervention. Also, there is no need to logon in order for the program to operate.

AIS Client Installation

This document section details installation of the Revcord software on the Revcord recorder computer.

From the c:\Revcord directory, run the installation program "setup_AisClient.exe". The program is very simple. Answer the questions and click as needed.

Run the AisClient-Display.exe program. This can be accomplished by looking in the start menu for the entry "AIS Client". Click that Start menu entry.

This program does not initially display a window. Instead the program shows an icon in the system tray. NOTE: The icon is a monitor and computer on a network.

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.

Open the "Customize" window and find the entry "Voice recorder AIS integration client interface. Display. AIS Client". (In the picture below, see the highlighted blue line.) To the right of that entry, select "Show icon and notifications". The icon should then appear in the system tray.
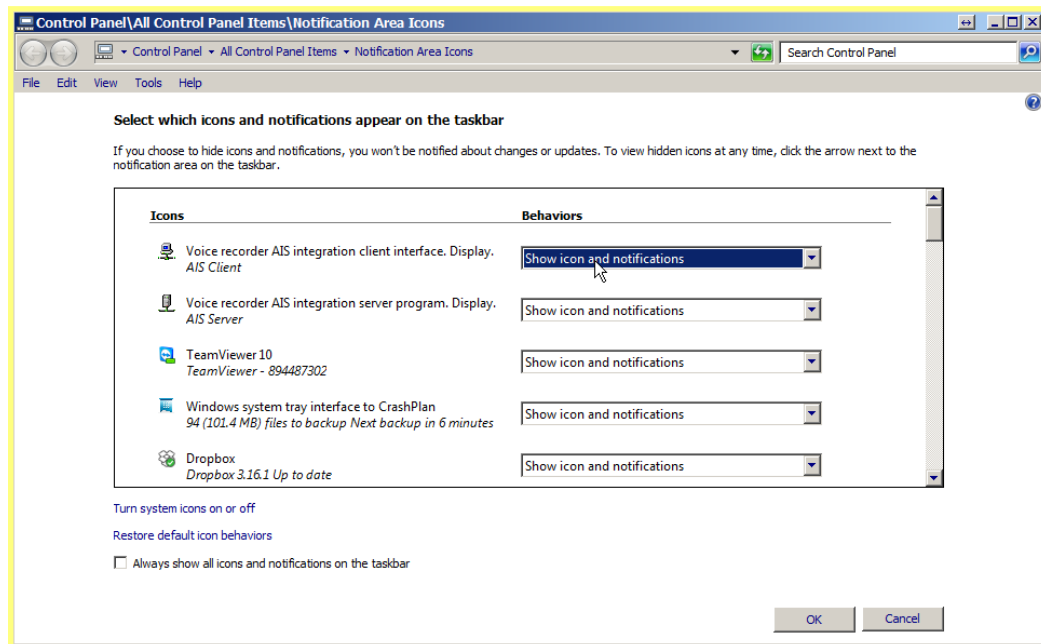
Significant additional configuration work is needed. The AIS client program will be configured remotely by personal from Revcord.

DVSI P25 Decoders

This document section details installation of the DVSI P25 codec decoders. These are used for AIS systems that monitor trunking P25 talk groups. Most end-customers use more than one device. The actual number of devices may vary.

Install the USB hub on the Revcord recorder computer.

The first time the USB hub is used, make sure the DVSI devices are NOT installed into the hub.

Plug the hub's power transformer into AC power and plug the power cable into the hub.

Plug the hub into any open USB port on the computer. It is recommended that a version 3 USB port be used. These are normally light blue in color.

NOTE: Please choose the USB port carefully. Once a port is chosen the USB hub needs to always be installed in the same USB port.

The driver for the hub should automatically load within Windows.

Install DVSI decoders.

Work with one decoder at a time. Make sure that that specific decoder is fully installed and that the drivers are loaded successfully. Do this before additional decoders are installed. Follow the instruction below using one decoder only. Then repeat for each decoder.

Each DVSI decoder installs two different drivers. The drivers may install automatically. If they ask for a driver location, use the location c:\Revcord\DvsiDrivers

The drivers can be viewed in the operating system's Device Manager program. Each DVSI device has two drivers. Both drivers must be installed for the device to work properly.

Driver #1

This driver appears in the "Universal Serial Bus Controller" section as an entry labeled "USB Serial Converter". If there are multiple installed DVSI devices, each device will have a similar entry. Right click and choose "Properties" The properties say the manufacturer is "FTDI". See picture below.
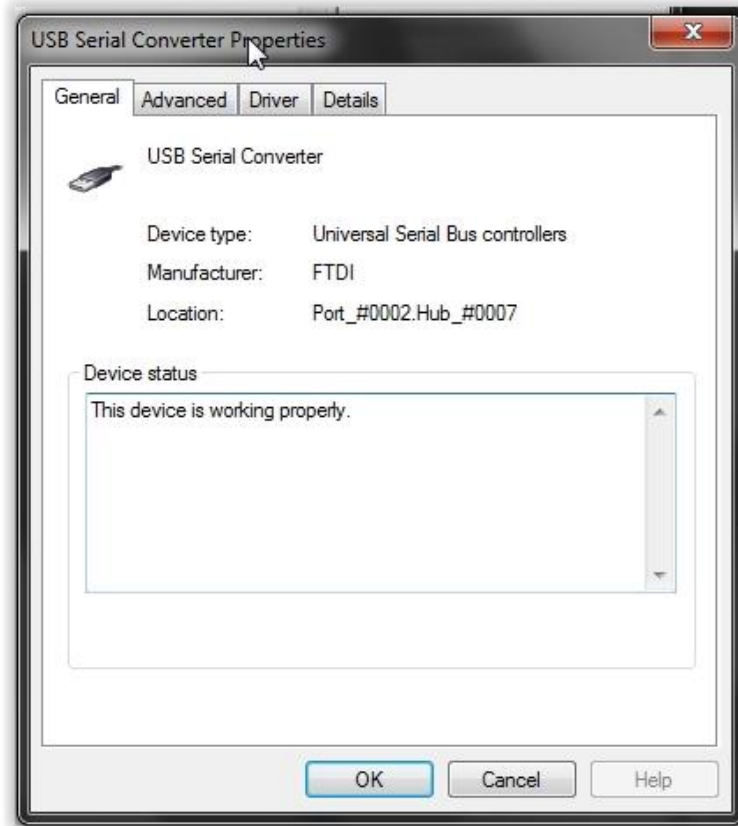
Driver #2

This driver appears in the "Ports (COM & LPT)" section as an entry labeled "USB Serial Port (COM10)" or some other appropriate COM port number. If there are multiple installed DVSI devices, each device will have a similar entry, each with a different COM port. Right click and choose "Properties" The properties say the manufacturer is "FTDI". See picture below.
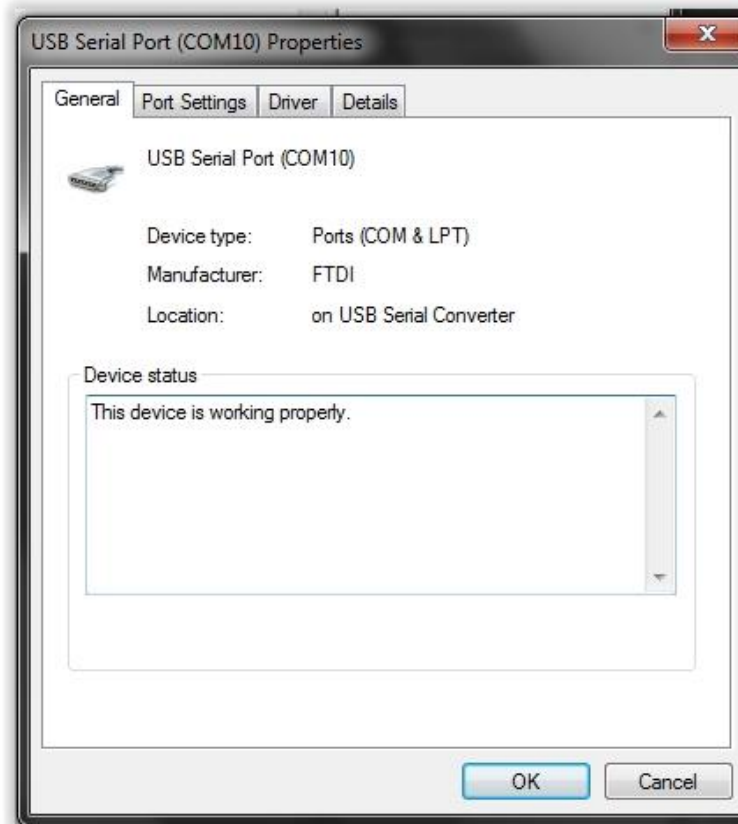
With some previous Revcord customers, there have been problems installing the DVSI decoders. Technical support at DVSI has provided a procedure to fix the problem. There are two .pdf files that describe this situation. As a proactive measure, these files are being provided and are listed here where they can be referenced if needed.

File: Email – Driver Problem.pdf

This file is the email exchange between Revcord and DVSI technical support. It describes the problem and the response from DVSI technical support.

File: FTDI_Driver_Uninstall_with_2-12-06_Install.pdf

This file was provided by DVSI and describes the procedure to uninstall and then reinstall different drivers.