



# **BlackBerry AtHoc**

## **Motorola ACE3600 Installation and Configuration Guide**



# Contents

- Getting started..... 4**
  
- Configure the Motorola ACE3600 device.....5**
  - Configure the Motorola ACE3600 device on the BlackBerry AtHoc application server..... 5
  - Configure the delivery gateway.....5
  - Enable the Motorola ACE3600 device.....7
  - Configure the Xml Feed device.....8
  - Set up mass device endpoints (targets).....8
    - Create mass device external call key endpoints.....9
    - Create a mass device key endpoint.....9
    - Create a key mass device endpoint.....14
  - Create and publish a Motorola ACE3600 alert template.....14
    - Verify the published alert.....15
  
- Configure IIM IP connectivity.....17**
  - Configure the system\_private.config file.....17
  - Restart the CapCon service.....18
  - Verify the CapCon system activity console (GUI).....18
  - Troubleshooting.....19
  
- Publish and verify a pre-test alert template..... 21**
  
- BlackBerry AtHoc Customer Support Portal..... 22**
  
- Documentation feedback.....23**
  
- Legal notice..... 24**

# Getting started

The BlackBerry® AtHoc® management system uses the IIM add-on module interface with Giant Voice (GV) outdoor warning devices to enable wide-area Mass Notification System (MNS) broadcasts. Giant Voice features can broadcast critical information using voice messages, wave files, musical tones, or text-to-speech (TTS) conversion. Motorola ACE3600 supports outdoor Public Address (PA) systems that have large amplified speakers. Typically, speakers are set on poles in an array that covers a specified area with enough acoustic sound to override the ambient noise with emergency notification.

After the BlackBerry AtHoc management system is integrated with a Motorola ACE3600, operators can disseminate emergency alerts to the siren system from the BlackBerry AtHoc management console. Alert messages can be delivered using text-to-speech or pre-recorded audio files to up to three pre-defined target zones by using the external call key inputs. A fourth external call key input is reserved for sending a "Cancel" command to all poles.

# Configure the Motorola ACE3600 device


Configure the Motorola ACE3600 gateway in the Settings section of the BlackBerry AtHoc management system to enable the BlackBerry AtHoc alerts system to publish alerts through Motorola ACE3600.

## Configure the Motorola ACE3600 device on the BlackBerry AtHoc application server

Log in to the BlackBerry AtHoc management system and check the Delivery Gateways section to verify that the Motorola ACE3600 and XML Feed device gateways have been installed. If they are installed, skip this section.

1. Log in to the BlackBerry AtHoc application server as an administrator.
2. Navigate to the following folder <IWSAlerts Install Path>\ServerObjects\Tools and run the `AtHoc.Applications.Tools.InstallPackage.exe` file.
3. On the **Configure Device Support** window, select **Motorola ACE3600** and **Xml Feed**.
4. Click **Enable**.
5. When the Installation Complete pop-up window is displayed, click **OK**.
6. Click **Close**.

## Configure the delivery gateway

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Motorola ACE3600**.
4. On the **Motorola ACE3600** page, click **Copy default settings**.



# Motorola ACE3600

Configure support for Motorola ACE3600

[Copy default settings](#)

## General Settings

Convert Line Breaks:  Yes  No  
Replace line break characters with spaces in content delivered to the IIM

Expected Polling Rate:

Output Format:  Standard

## CAP Parameter Defaults

Sender:   
The identifier of the sender of the alert message

Event:   
The text denoting the type of the subject event of the alert message

Contact:   
The text describing the contact for follow-up and confirmation of the alert message

Area:

## CAP URLs


Use following URLs within IIM configuration and for debugging purposes. Replace placeholders with appropriate values before using.

CAP Index URL:   
IIMs poll this URL to retrieve all Live Alerts from system.

CAP Message URL:   
IIMs poll this URL to retrieve details for a specific Alert.

CAP Event Logs Submission URL:   
IIMs post event logs from Giant Voice systems to this system using this URL.

[<< Back](#)

5. Click **Save**.
6. In the navigation bar, click .
7. In the **Devices** section, click **Xml Feed**.
8. On the **Xml Feed** page, click **Copy default settings**.



## Xml Feed

Configure support for content feed publishing. Select Copy Default Settings to ensure that the feed format for CAP is compatible with the feed source.

### [Copy default settings](#)

Feed Formats:

- Syndication: Atom
- Syndication: Caplim
- Syndication: CapIndex
- Syndication: RSS 2.0

Feed Source:

- End User
- Delivery Gateway ID
- Custom Identity

[<< Back](#)

**Save** [Reset](#)

- In the **Feed Source** section, select **Delivery Gateway ID**.
- Click **Save**.

## Enable the Motorola ACE3600 device

- In the navigation bar, click
- In the **Devices** section, click **Devices**.
- On the **Devices** page, click the **Mass Devices** tab.
- Click **Motorola ACE3600**.
- On the **Motorola ACE3600** page, click **Edit**.
- In the **Delivery Gateways** section, click **Add a Delivery Gateway > Motorola ACE3600**.

▼ Delivery Gateways

Choose and configure the Delivery Gateways which will deliver messages to this device. If more than one Delivery Gateway is configured, the system will attempt to deliver messages to this device in the order listed below until delivery is successful. If no Delivery Gateways are configured, the device will be considered Disabled.

[Add a Delivery Gateway](#) ▼

Delivery Gateway
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>Motorola ACE3600</span> <span> </span> </div>

- In the **Motorola ACE3600** row, click .
- In the **Configure Gateway** window, check for XML code in the **Configuration XML** field. If the field is empty, copy and paste the following code into the field:

```
<Configuration>
<CapParams>
  <GVSystemType>ACE3600</GVSystemType>
  <AllMode>0</AllMode>
  <ZoneMode>1</ZoneMode>
  <KeyMode>4</KeyMode>
</CapParams>
</Configuration>
```


```

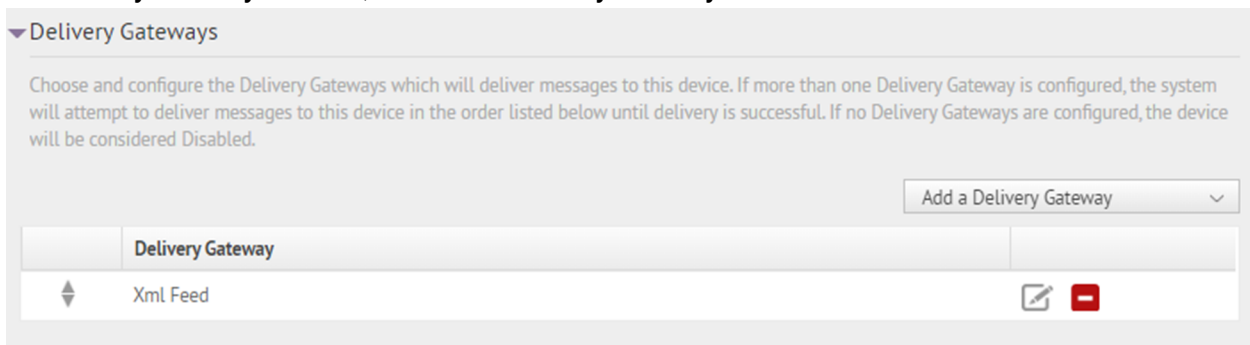
<UnusedMode>0</UnusedMode>
<DefaultAllCall>0</DefaultAllCall>
<DefaultKeyActivationCode>0</DefaultKeyActivationCode>
<NoPARequired>0</NoPARequired>
<PARequired>1</PARequired>
<PAWav>1</PAWav>
<IsCancelable>>false</IsCancelable>
<ContentSource>GiantVoice</ContentSource>
</CapParams>
</Configuration>


```

9. Click **Submit**.
10. Click **Save**.
11. Click **More Actions > Enable**.

## Configure the Xml Feed device

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. On the **Devices** page, click the **Mass Devices** tab.
4. Click **Xml Feed**.
5. On the **Xml Feed** page, click **Edit**.
6. In the **Delivery Gateways** section, click **Add a Delivery Gateway > Xml Feed**.



7. In the **Xml Feed** row, click .
8. On the **Configure Gateway** window, check for XML code in the **Configuration XML** field. If the XML statements are not provided, copy and paste the following code into the field:

```

<Configuration>
  <DeviceType>FEED</DeviceType>
</Configuration>

```

9. Click **Submit**.
10. Click **Save**.

## Set up mass device endpoints (targets)


The process of setting up Mass Alert devices or endpoints involves the use of external call keys. Each external call key is a set of instructions that is sent from the encoder to siren poles. Each variable call key can be assigned to one pole, a set of poles, or all poles.



**Note:** Creating the custom attributes ATHOC-GV-KEYS and ATHOC-GV-TYPE is not required for Motorola ACE3600 Mass Communication users.

### Create mass device external call key endpoints

You must create a new Mass Device Endpoint for each static call key.

1. Log in to BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Mass Device Endpoints**.
4. On the **Mass Device Endpoints** page, click **New > Motorola ACE3600**.
5. To create a Pole endpoint, do the following:
  - a. In the **General** section, enter a name in the **Endpoint Name** field.
  - b. In the **Configuration** section, select **Pole** for **Giant Voice Type**.
  - c. In the **Address** field, enter call key **P,1,11**. Ensure that there are no spaces anywhere in the character string.
  - d. Click **Save**.
6. To create a Zone endpoint, do the following:
  - a. In the **General** section, enter a name in the **Endpoint Name** field.
  - b. In the **Configuration** section, select **Zone** for **Giant Voice Type**.
  - c. In the **Address** field, enter call key **Z,5,11**. Ensure that there are no spaces anywhere in the character string.
  - d. Click **Save**.

### Create a mass device key endpoint

To create an object that displays the list of keys associated with SS2000D Function Keys, SS2000+ Activation Functions, or Commander Activation Hot keys, complete the following tasks:

- Create the ATHOC-GV-KEYS attribute XML configuration.
- Create a key mass device endpoint

#### Create the Key XML configuration

The definition for each attribute is as follows:

Attribute Name	Description
<b>Id</b>	Corresponds to the address of the key within the Giant Voice system. This addressing scheme varies by Giant Voice vendor.
<b>messgaeldRef</b>	References the <message> object to be displayed as a warning in the Targeting screen in the Management System during the publishing cycle.
<b>targetingRule</b>	Used to establish correct targeting behavior for the key. Possible values are: <ul style="list-style-type: none"> <li>• TargetingNotAllowed</li> <li>• TargetingAllowed</li> <li>• TargetingRequired</li> </ul>
<b>name</b>	The name of the Giant Voice key that is displayed in the publishing flow.

Attribute Name	Description
<b>description</b>	The description of the Giant Voice key that is displayed in the publishing flow. If there are more than 5 keys, this will not be displayed.

**Note:** The key name and description parameters cannot contain space or any of the following characters: ' ! \$ % ^ ( ) = { } , ; : ? " < > |

```

<giantVoiceSetting>
<messages>
  <message id = "MSG-TARGETING-NOT-ALLOWED">The Giant Voice Key you have
  selected on the previous page does not allow
  additional selection of Giant Voice poles or zones. You may still target users
  for other devices, but Giant Voice targeting
  will be ignored.</message>
  <message id = "MSG-TARGETING-ALLOWED">The Giant Voice Key you have selected on
  the previous page already has Giant
  Voice poles and zones targeted, but you can override them by targeting different
  zones in the Targeting area just below.</message>
  <message id = "MSG-TARGETING-REQUIRED">The Giant Voice Key you have selected
  on the previous page does not have any
  targeting information built-in, and will require you to target at least one Giant
  Voice pole or zone below.</message>
</messages>
<keys>
  <key
    id = "33"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Active Shooter</name>
    <description>Active Shooter</description>
  </key>
  <key
    id = "34"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>General Shelter In Place</name>
    <description>General Shelter In Place</description>
  </key>
  <key
    id = "35"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>ICC Activation</name>
    <description>LIGHTNING - ALL POLES</description>
  </key>
  <key
    id = "36"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Retreat and To The Colors</name>
    <description>OUTDOOR SIRENS ONLY</description>
  </key>
  <key
    id = "37"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Please Stand By</name>
  </key>

```

```

        <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
  id = "38"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>Tornado Warning</name>
  <description>Tornado Warning</description>
</key>
<key
  id = "39"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>Severe Thunderstorm Warning</name>
  <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
  id = "40"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>Moderate Thunderstorm Warning</name>
  <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
  id = "41"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>10-Mile Lightning Warning</name>
  <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
  id = "42"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>5-Mile Lightning Warning</name>
  <description>5-Mile Lightning Warning</description>
</key>
<key
  id = "43"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>50-Knot High Wind Warning</name>
  <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
  id = "44"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>25-Knot High Wind Warning</name>
  <description>OUTDOOR SIRENS ONL</description>
</key>
<key
  id = "45"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>Exercise All Clear</name>
  <description>Exercise All Clear</description>
</key>
<key
  id = "46"
  messageIdRef = "MSG-TARGETING-REQUIRED"

```

```

        targetingRule = "TargetingRequired">
        <name>Tone Alert Test</name>
        <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
    id = "47"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Weekly Test Messag</name>
    <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
    id = "48"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Reveille and To The Colors</name>
    <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
    id = "49"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Retreat and National Anthem</name>
    <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
    id = "50"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>National Anthem</name>
    <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
    id = "51"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Taps</name>
    <description>OUTDOOR SIRENS ONLY</description>
</key>
<key
    id = "52"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Actual FPCON Alpha</name>
    <description>Actual FPCON Alpha</description>
</key>
<key
    id = "53"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Actual FPCON Bravo</name>
    <description>Actual FPCON Bravo</description>
</key>
<key
    id = "54"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Actual FPCON Charlie</name>
    <description>Actual FPCON Charlie</description>
</key>
<key

```

```

    id = "55"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Actual FPCON Delta</name>
    <description>Actual FPCON Delta</description>
</key>
<key
    id = "56"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Exercise FPCON Alpha</name>
    <description>Exercise FPCON Alpha</description>
</key>
<key
    id = "57"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Exercise FPCON Bravo</name>
    <description>Exercise FPCON Bravo</description>
</key>
<key
    id = "58"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Exercise FPCON Charlie</name>
    <description>Exercise FPCON Charlie</description>
</key>
<key
    id = "59"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Exercise FPCON Delta</name>
    <description>Exercise FPCON Delta</description>
</key>
<key
    id = "60"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Actual, Full, Cat, Primary</name>
    <description>Actual, Full, Cat, Primary</description>
</key>
<key
    id = "61"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Exercise, Full, Cat, Primary</name>
    <description>Exercise, Full, Cat, Primary</description>
</key>
<key
    id = "62"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Actual, EOC, Primary</name>
    <description>Actual, EOC, Primary</description>
</key>
<key
    id = "63"
    messageIdRef = "MSG-TARGETING-REQUIRED"
    targetingRule = "TargetingRequired">
    <name>Exercise, EOC, Primary</name>
    <description>OUTDOOR SIRENS ONLY</description>


```

```

</key>
<key
  id = "64"
  messageIdRef = "MSG-TARGETING-REQUIRED"
  targetingRule = "TargetingRequired">
  <name>Exercise Base Wide</name>
  <description>OUTDOOR SIRENS ONLY</description>
</key>
</keys>
</giantVoiceSetting>

```

## Create a key mass device endpoint

1. Log in to BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Mass Device Endpoints**.
4. Click **New > Motorola ACE3600**.
5. On the **New Mass Device Endpoint** screen, in the **General** section, in the **Display Name** field, enter a name that describes the function of the associated call key so that it is easy to identify which key is for which function.
6. In the **Configuration** section, select **Key for Giant Voice Type**. The Address field auto-populates **K**.
7. Copy the **Key XML configuration** into the **Giant Voice Key** field.
8. Click **Save**.


## Create and publish a Motorola ACE3600 alert template

### Prerequisites

- Before you start sending test alerts through Motorola ACE3600, consider the impact it has on everyone within hearing distance of the poles you are using during the test.
- This process assumes that the IIM is not configured to download data from the BlackBerry AtHoc management server and is not connected to the Giant Voice equipment.
- Consult with your POC about the acceptable content of the test alert. For example, the word "test" should appear at, or very near to, the start of the broadcast message.
- Although the initial use of this template is to test the data creation process, this template can be used during the audio tuning phase after the IIM and Giant Voice hardware are connected.

To confirm that the Motorola ACE3600 device is installed correctly on the BlackBerry AtHoc management system, create a template.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts > Alert Templates**.
3. Click **New**.
4. On the **New Template** screen, in the **Alert Template** section, enter a template name and description.
5. Select a folder from the **Folder** list.
6. Select **Available for Quick Publish** and **Available for mobile publishing**.
7. In the **Content** section, enter the title and content of the alert.
8. In the **Mass Devices** section, select **Motorola ACE3600** and then select one or more Mass Alert Endpoints from the pull-down list.
9. In the **Mass Devices** section, click **Options**.
10. On the **Mass Devices Options** screen, select **Text to Speech** and **Alert Body** or **Custom Text**.
11. Click **Apply**.
12. In the **Schedule** section, change the **Alert Duration** to 15 minutes.

13. Click **Preview and Save**.
14. On the preview screen, review the settings and selections.
15. Click **Save**.
16. Click .
17. On the Home page, in the **Quick Publish** section, find the alert template you created.
18. Click **Publish**.
19. On the **Review and Publish** screen, click **Publish**.

## Verify the published alert

Verify that the alert was published successfully to the syndication feed.

1. Open a browser and navigate to the following URL: `https://<url>/syndication/gatewayid/<organization-id>/capindex`.

Where `<url>` is the base URL of the BlackBerry AtHoc management system (for example, `https://integration7.athoc.com`) and `<organization-id>` is the 7 or 8-digit organization ID.

2. Copy the content in the `<url>` field into another browser. The “capIndex” XML format must be similar to the content in the following image:

```
<?xml version="1.0"?>
- <capIndex xmlns="http://www.incident.com/cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2018-08-21T05:34:17.2518197-07:00</updated>
  - <item xmlns="http://www.incident.com/cap_index/1.0">
    <id>AB4AD3A4-2509-4E26-9E3E-55000787E636</id>
    <identifier>AB4AD3A4-2509-4E26-9E3E-55000787E636</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2018-08-21T05:33:28.72</firstEffective>
    <lastExpires>2018-08-21T05:37:28.72</lastExpires>
    <url>https://integration7.athoc.com/Syndication/CAP_ACE3600_2050363/CapIim/1146767</url>
    <bounds/>
    <format>http://www.incident.com/cap/1.1</format>
  </item>
</capIndex>
```

3. Verify the `<addresses>` and `<code>` and match with the following format. The “alert” XML format must be similar to the content in the following image:

```

<?xml version="1.0"?>
- <alert xmlns="urn:oasis:names:tc:emergency:cap:1.1">
  <identifier>CAP_ACE3600|580017|AB4AD3A4-2509-4E26-9E3E-55000787E636|1146767|PUBLISH</identifier>
  <sender>BlackBerry AtHoc</sender>
  <sent>2018-08-21T05:33:28-07:00</sent>
  <status>Actual</status>
  <msgType>Alert</msgType>
  <source>System Default</source>
  <scope>Public</scope>
  <addresses>ACE3600,0,0</addresses>
  <code>11,1</code>
- <info>
  <category>Other</category>
  <event/>
  <urgency>Unknown</urgency>
  <severity>Unknown</severity>
  <certainty>Unknown</certainty>
  - <resource>
    <resourceDesc>Wave Audio</resourceDesc>
    <mimeType>audio/wav</mimeType>
    <uri>https://integration7.athoc.com/csi/getAudio.asp?id=170</uri>
  </resource>
  - <eventCode>
    <valueName>ATHOC</valueName>
    <value>IWSA</value>
  </eventCode>
  <effective>2018-08-21T05:33:28-07:00</effective>
  <expires>2018-08-21T05:37:28-07:00</expires>
  <senderName>MassDev</senderName>
  <headline>ACE3600 WAV Test</headline>
  <description/>
  <instruction/>
  <contact>support@athoc.com</contact>
</info>
</alert>

```

4. If any of the formatting does not match, review the Motorola ACE3600 gateway XML content and mass communication users' Motorola ACE3600 device addressing.



# Configure IIM IP connectivity

This section describes how to configure the IP Integration Module (IIM) to communicate with the BlackBerry AtHoc Motorola ACE3600 device.

## Prerequisite

Ensure that the following packages are installed and configured before performing any tasks:

- Latest Motorola ACE3600 BlackBerry AtHoc device package
- Latest Motorola ACE3600 IIM Capnode package
- Latest IIM Agent

To work as part of the BlackBerry AtHoc system, IIM must be able to communicate with the BlackBerry AtHoc server to download CAP packets.

The initial configuration data you need to collect are:

- The BlackBerry AtHoc Alerts system base URL
- The BlackBerry AtHoc Alerts Organization ID
- Customer's proxy server and port information

To find this information, use a local PC to log in to your local instance of the BlackBerry AtHoc management console. The URL can be a base "https" address used to access a specific system. You can obtain the URL of the system from the local system administrator or from the BlackBerry Customer support team. Launch the management console. The URL from the "https" to the last character before the third forward slash (/) is the "base URL" of the system. For example, in the following URL address bar, the full URL for the sign-on page is: "https://integration7.athoc.com/client/auth/login?ReturnUrl=%2fclient%2fathoc-iws". The "base-URL" of the system is "https://integration7.athoc.com".

The organization ID is a 7 or 8-digit numerical identifier of the specific system of that customer. To obtain this Organization ID, log in to the BlackBerry AtHoc management system for the customer. Once logged in, you can find the system's organization ID at the top right of the Home Page of the system.

Navigate to the settings page of the browser and determine if you are using any type of Proxy server for routing of internet traffic. For example, if the browser you are using is Microsoft Internet Explorer (IE), go to the LAN settings, in IE, select **Tools > Internet Options**. On the **Internet Options** screen, click **Connections**. At the bottom of the window, click **LAN settings**.

In the **Proxy Server** section, click **Advanced**. The **Proxy Settings** screen displays the Proxy Server Address.

Record the proxy server address and the port number. You can now close these settings windows and exit IE.

**Note:** If your IE instance does not use proxy servers, when you click **LAN settings**, no proxy server is used for internet traffic on this network.

## Configure the system\_private.config file

1. Open **Microsoft Notepad** as an administrator.
2. Click **File > Open**.
3. Navigate to C:\Program Files\capnode and change the file selection from **Text Documents (\*.txt)** to **All Files (\*.\*)**.
4. Select the `system_private.config` file.
5. Click **Open**.
6. Verify the following items in the `system_private.config` file:

- a. The `indexURL` variable should be formatted similar to the following image. The base URL should be followed by `"/syndication/"`, then the device gateway protocol ID (for example, `CAP_Motorola ACE3600`), the organization ID number, followed by `"/capindex"`.
  - b. The `"#"` at the beginning of a line in the `system_private.config` file is used to comment out an unused line. The `"#"` should be removed from a line to use the variable.
7. Enter the proxy server and proxy port information you collected earlier in the `proxyServer` and `proxyPort` parameters.

If the settings on the machine that you tested with is set for "Automatic" in the proxy settings, the settings for those two lines displays as follows:

- `proxyServer=none`
- `proxyPort=8080`

8. Update the `CapPostingTarget` variables to reflect the correct URL using the same base URL as in the `indexURL`

```

system_private - Notepad
File Edit Format View Help
#Private System Properties For CapCon
#Wed Sep 14 10:28:19 EDT 2011

indexURL=https://integration.athoc.com/Syndication/CAP_ACE3600/2050527/capindex
CapPostingTarget=True
CapPostingTarget.capUrl=https://integration.athoc.com/syndication/PostCap
CapPostingTarget.user=
CapPostingTarget.password=

encoders=com.ha.capnode.drivers.sirencentral.SirenCentralEncoder
encoder.SirenCentralEncoder.SirenCentralDriver=com.ha.capnode.drivers.sirencentral.motorola.SirenCentralDriverACE
encoder.SirenCentralEncoder.TTS_Volume=91
encoder.SirenCentralEncoder.TTS_Speed=65
encoder.SirenCentralEncoder.TTS_Pitch=100
encoder.SirenCentralEncoder.TTS_Range=10
encoder.SirenCentralEncoder.TTS_SynthesizerIndex=0
encoder.SirenCentralEncoder.TTS_VoiceIndex=1
encoder.SirenCentralEncoder.relay=3;4
encoder.SirenCentralEncoder.ptt_before=10;10
encoder.SirenCentralEncoder.ptt_after=10000;10

encoder.SirenCentralDriverACE.CommandMaxRetry=1

```

9. Click **File > Save**. Close the `system_private.config` file.
10. Restart the CapCon service.

## Restart the CapCon service

1. Navigate to your IIM system.
2. Go to **Start > Run > Services**.
3. Launch an instance of the **Services Manager** application. There should be a quick-launch icon in the taskbar of the desktop.
4. Scroll down to the **IIM CapCon Service**.
5. Right-click on the **CapCon Services** row and select either **restart** or **stop** and then start the CapCon Service.

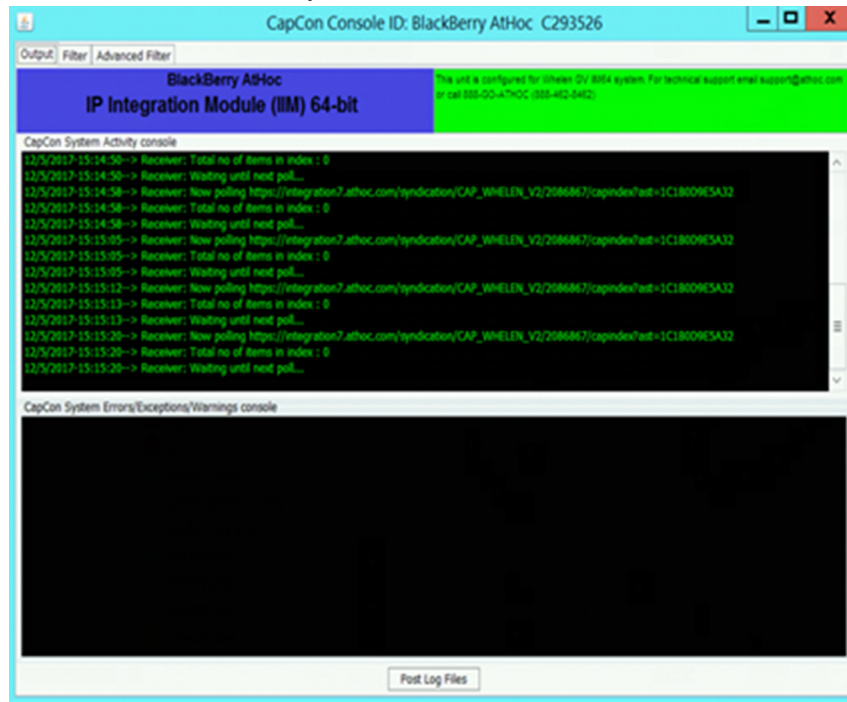
## Verify the CapCon system activity console (GUI)

1. Log in to the IIM console as an administrator. The CapCon Console loads automatically.

The data in the CapCon System Activity console polls at the rate set by the `delayBetweenRXpolls` variable in the `system_private.config` file. The default is set to 7 seconds. A message indicates the total number

of items in the index. The index number is the number of active alerts on the BlackBerry AtHoc system at that time.

2. Verify that the IIM console does not show any new errors.



3. Verify that the console icon in the task tray appears green, indicating that the connectivity between the IIM and the BlackBerry AtHoc Alerts system is good.



## Troubleshooting

If the CapCon System Activity console indicates anything other than a total number of items in the index and a number, or if the CapCon System Errors/Exceptions/Warnings console has content in red, this indicates that the configuration has not been executed correctly.

1. If the BlackBerry AtHoc management system, for example, <https://integration4.athoc.com/client/default.asp> is available on IE on a local workstation, then the indexURL should also be available. Enter the indexURL in the browser. For example, [https://integration7.athoc.com/syndication/cap\\_ace3600/2050336/capindex](https://integration7.athoc.com/syndication/cap_ace3600/2050336/capindex).

If there are no items in the syndication feed, an XML similar to the following image should be displayed:

```

<?xml version="1.0"?>
- <capIndex xmlns="http://www.incident.com/cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2018-08-21T04:24:40.6406671-07:00</updated>
</capIndex>

```

If there are items in the feed, an XML similar to the following image should be displayed:

```

<?xml version="1.0"?>
- <capIndex xmlns="http://www.incident.com/cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2018-08-21T05:34:17.2518197-07:00</updated>
  - <item xmlns="http://www.incident.com/cap_index/1.0">
    <id>AB4AD3A4-2509-4E26-9E3E-55000787E636</id>
    <identifier>AB4AD3A4-2509-4E26-9E3E-55000787E636</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2018-08-21T05:33:28.72</firstEffective>
    <lastExpires>2018-08-21T05:37:28.72</lastExpires>
    <url>https://integration7.athoc.com/Syndication/CAP_ACE3600_2050363/CapIim/1146767</url>
    <bounds/>
    <format>http://www.incident.com/cap/1.1</format>
  </item>
</capIndex>


```

2. If connectivity is still not good, try commenting out the `proxyServer` and `proxyPort` variables.
3. If an HTTP or HTTPS error is displayed instead of XML, this may indicate a firewall or certificate issue or a configuration problem with the BlackBerry AtHoc server syndication folder or subfolders.
4. Check the `indexURL` and proxy settings in the `system_private.config` file for any misspellings. If any line have been misspelled, repeat the configuration steps.
5. Check the `capnodelog` file for errors. Open Windows Explorer by right-clicking on the IIM Start button and navigate to `C:/Program Files/capnode/capnodelogs` and open the `capnode.log` file with Notepad. Browse the file to find the time that the `indexURL` was changed and the CapCon service restarted.
6. Contact BlackBerry AtHoc technical support. Be prepared to provide the `system_private.config` and `capnode.log` files and screen shots of the console screen and the BlackBerry AtHoc management console pages.

# Publish and verify a pre-test alert template

Create a template that targets end users using the desktop app, email, and messages to other devices to inform them of a Giant Voice System test.

## Prerequisites

- Before you start sending test alerts through Motorola ACE3600, consider the impact on everyone within hearing distance of the poles you are using during the test.
  - Consult with your POC about the acceptable content, user targeting, and device selection of the pre-test notification.
1. Log in to the BlackBerry AtHoc management system as an administrator.
  2. Click **Alerts > Alert Templates**.
  3. Click **New**.
  4. On the **New Template** screen, in the **Alert Template** section, enter a template name and description.
  5. Select a folder from the **Folder** list. Select **Test**, if available.
  6. Select **Available for Quick Publish** and **Available for mobile publishing**.
  7. Select **Informational** from the **Severity** list.
  8. Select **Other** from the **Type** list.
  9. In the **Content** section, enter an alert title. The alert title can be the same as the template name.
  10. In the **Body** field, enter the text to be read by the text-to-speech. The body should contain the details of the testing with information such as the time testing will start and finish and any actions that should be taken as a result.
  11. In the **Target Users** section, select the appropriate targeting group, individual users, or queries to send the pre-test notification to.
  12. Click **Select Personal Devices** and then select **Desktop App** and **Email-Personal**.
  13. In the **Personal Devices** section, click **Options**.
  14. In the **Personal Devices Options** screen, select **App Template** and **App Audio**.
  15. Click **Apply**.
  16. In the **Schedule** section, change the **Alert Duration** to the expected duration of the testing.
  17. Click **Preview and Save**.
  18. On the preview screen, review the settings and selections.
  19. Click **Save**.
  20. Click .
  21. On the Home page, in the **Quick Publish** section, find the Giant Voice System Test Notification template.
  22. Click **Publish**.
  23. On the **Review and Publish** screen, review the settings and selections.
  24. Click **Publish**.
  25. To verify that the alert was published correctly, observe the receipt of desktop pop-up or email messages on the POC workstation.

# BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://www.blackberry.com/us/en/support/enterpriseapps/athoc>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

# Documentation feedback

The BlackBerry AtHoc documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about BlackBerry AtHoc documentation, email [athocdocfeedback@blackberry.com](mailto:athocdocfeedback@blackberry.com). Please include the name and version number of the document in your email.

To view additional BlackBerry AtHoc documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>. To view the BlackBerry AtHoc Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/Quick-action-guides/latest>.

For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at <https://www.blackberry.com/us/en/support/enterpriseapps/athoc>.

# Legal notice

©2023 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Patents, as applicable, identified at: [www.blackberry.com/patents](http://www.blackberry.com/patents).

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES



WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited  
2200 University Avenue East  
Waterloo, Ontario  
Canada N2K 0A7

BlackBerry UK Limited  
Ground Floor, The Pearce Building, West Street,  
Maidenhead, Berkshire SL6 1RL  
United Kingdom

Published in Canada